



Australian Government
Department of Social Services

Team Leader | Indigenous Support | National Redress Scheme

- **Canberra or Batemans Bay**
- **Dynamic and strategic role**
- **Indigenous Identified Position**
- **Full time position**
- **Salary Range (\$): \$85,137 – \$95,695**

We are seeking expression of interest from Aboriginal or Torres Strait Islander community members interested in a fulfilling and unique role.

The Team Leader, Service Recovery - Indigenous Support, supports the Assistant Director to oversee a small team of Indigenous staff that work as coordination point between Indigenous applicants, Support Services and the Scheme, driving cultural awareness in the National Redress Scheme and ensuring Aboriginal and Torres Strait Islander applicants needs are considered in a culturally responsive and safe environment.

The Team Leader will manage and mentor staff who are responsible for incoming calls from applicants and nominees, a range of outbound calls, determine staffing and workflow priorities and monitor and manage performance, health and wellbeing. They also have an important role in coordinating internal and external relationships, resolving and escalating issues to the Assistant Director and contributing to strategies and activities which improve overall service delivery and cultural awareness of the Scheme.

Duties:

The duties of the case coordinator includes the following:

- Manage an Indigenous service delivery team, including reporting on business performance, monitoring and balancing priorities and workflow.
- Manage and support the development of staff including the management of performance, attendance, capability development, and health and wellbeing.
- Manage feedback and complaints, including initial investigation and resolving issues and incidences escalated by staff
- Escalate issues that adversely impact on policy, performance and/or service to Scheme applicants
- Monitor and manage work output and quality against established performance standards through quality analysis and reporting
- Contribute to relevant business and people planning and develop strategies to improve performance, encourage innovation and manage and lead team/s through changes in business and process improvement
- Exercise appropriate delegations in accordance with legislation and guidelines

Closing Date: Thursday, January 28, 2021

WEB LINK