
Client Services Team Leader Job Profile

CHCDIS11C Coordinate disability work

Elements

Demonstrate commitment to high quality services for people with disabilities
Support rights, interests and needs of people with disabilities
Develop and implement a framework for quality service delivery

CHCADMIN4B Manage the organisation's finances, accounts and resources

Elements

Implement budget processes
Establish and implement systems for financial management and reporting
Manage the use of funds
Develop and recommend funding options
Develop and implement resourcing proposals to meet operational needs
Monitor resource usage and performance
Manage property, equipment and stores

CHCCOM3C Utilise specialist communication skills to build strong relationships

Elements

Identify appropriate communication strategies to meet the needs of clients and colleagues and build strong relationships
Conduct effective communication with clients and staff
Contribute to the development of effective communication strategies
Represent the organisation to a range of groups
Apply specific communication techniques to assist in resolving conflict
Implement mechanisms that facilitate group discussions

CHCCOM4B Develop, implement and promote effective communication techniques

Elements

Contribute to the development of effective communication strategies
Represent the organisation to a range of groups
Facilitate group discussions
Produce quality written materials
Conduct interviews

CHCCS4C Manage the delivery of quality client service

Elements

Coordinate services provided to clients
Plan client service delivery
Review client services

CHCINF4B Manage the organisation's information systems

Elements

Identify and address information requirements
Supervise day to day processes for collection, use, storage and dissemination of information
Establish and manage systems to record, store, process and distribute information
Support and supervise the development of information and educational resources

CHCORG7B Manage workplace issues

Elements

Manage staff planning and recruitment
Manage work allocation
Evaluate workgroup effectiveness
Implement disciplinary and grievance procedures

CHCORG11B Lead and develop others

Elements

Provide leadership, direction and guidance to the organisation
Maximise own performance outcomes
Manage effective work relationships
Manage and improve the performance of individuals
Support, participate and review group development
Support and develop managers

CHCOHS401A Implement and monitor OHS policies and procedures for a work place

Elements

Explain OHS information for co-workers in team.
Coach co-workers in team
Promote consultation and participation
Implement and monitor enterprise procedures for identifying hazards and risk
Maintain appropriate OHS records
Implement and monitor the organisation's procedure for maintaining occupational health and safety records

CHCORG8C Establish and manage new programs and services

Elements

Complete strategic planning activities
Manage implementation of new program or service
Establish and manage organisational and operational arrangements
Undertake appropriate evaluation and reporting

CHCCM5B Develop practice standards

Elements

Promote practice standards
Provide case work consultancy to promote best practice

CHCCS7C Coordinate the assessment and delivery of services to clients with particular needs

Elements

Identify program requirements for individual clients
Coordinate program delivery to ensure clients' needs are addressed
Coordinate the evaluation of client service delivery

BSZ401A Plan assessment

Elements

Establish evidence required for a specific context
Establish suitable assessment method(s)
Develop assessment tools appropriate to a specific context
Trial assessment procedure

BSZ402A Conduct assessment

Elements

Identify and explain the context of assessment
Plan evidence gathering opportunities
Organise assessment
Gather evidence
Make the assessment decision
Record assessment results
Provide feedback to persons being assessed
Report on the conduct of the assessment

BSZ403A Review assessment

Elements

Review the assessment procedure(s)
Check consistency of assessment decision
Report review findings