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| Position | **Community Services Manager – Support Service** |
| Reports to | **Head of Community Services** |
| Work level | **5** |
| Group | **Services** |
| Team | **Community Services** |
| Location | **Onsite at the Hub in Melbourne CBD or Hybrid** |
| Direct reports | **Nil** |
| 1. Purpose of the position and link to Strategy 2023+ *Earlier, Easier, Together* | |
| The Community Services Manager – Support Service, supports Beyond Blue in achieving the **Supporting** and **Understanding** strategic goals by leading the Beyond Blue Support Service.  The Support Service is a key conduit to earlier intervention services such as the Online Forums and NewAccess, as such the Community Services Manager operates in collaboration with the business and product owners of these services.  This role is responsible for driving operational impact by overseeing the service delivery for Remedy Healthcare. In partnership with Remedy, and a matrix of internal Beyond Blue stakeholders, the role oversees contractual compliance, service performance, quality and safety and the stewardship of data and insights of the Support Service. Working alongside the Community Services Product Manager, the Community Services Manager is responsible, working in partnership with Remedy, of driving service enhancement opportunities and progressive development of the Support Service as a conduit to other early intervention services. | |
| 1. Key Accountabilities of Position | |
| **Impact (Supporting):**   * Ensure the support service is delivered sustainably and effectively, providing exceptional quality and value to the community, funders and Beyond Blue in line with contractual obligations * Ensure service delivery has fidelity to the Support Service Model of Care, thus providing community centric, experience led, safety and effective care for the community. * Develop and nurture a transparent and productive relationship with Remedy, sharing information, feedback and insights with a continuous improvement focus. * Gather data and insights to analyse performance and activity of the Support Service to inform continuous improvement and service development * Manage costs to budget and manage risks within Beyond Blue guidelines for areas of responsibility * Manage and resolve incidents / issues, identifying root causes and necessary corrective actions. * Provide Support Service contractual reporting to service provider and other external parties on behalf of Beyond Blue   **Strategy (Understanding):**   * Support the delivery of an Earlier Intervention Strategy, that deeply integrates the Support Service, Online Community Forums and NewAccess services. * Through constant monitoring and analysis of the service and understanding the community experience through the service – identify opportunities for continual improvement or service development that optimises community outcomes. * Ensure the Beyond Blue brand and Future State Experience is reflected through the service delivery of the Support Service. * Collaborate with the wider sector and individual organisations to identify, problem solve and advocate for broader service improvements. | |
| 1. Key outcomes, or desired impact of role, linked to Strategy | |
| By overseeing the delivery of the Community Services, the key outcomes of the role are:   * People who engage with Beyond Blue have their needs met * People to engage with our Community Services experience less distress and positive outcomes for their mental health and wellbeing * Innovation and understanding the community experience meets community needs and address service and sector gaps.   KPI’s/Goals are set in the performance review cycles – January to June / July to December as part of our [Thrive Framework](http://bbconnect.beyondblue.org.au/Pages/Performance-Review.aspx). | |
| 1. Core Capabilities | |
| Capabilities in our [capability framework](http://chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/http:/bbconnect.beyondblue.org.au/bbConnectDocs/bbHRDocuments/Performance,%20planning%20and%20reflection/BB_Thrive_framework_final.pdf) critical for role success include:   * Agility * Critical thinking * Community centricity * Leading * Partnering * Communicating * Digital Discovery | |
| 1. Specific Job Competencies | |
| Education/qualifications   * **Tertiary qualifications** in Business or Health   Experience  Preferrable 5+ years in a similar position with experience in:  **Complex contracts** – capable of understanding and managing complex contracts, including reporting and quality assurance.  **Relationship management** – experienced building positive relationships with a variety of stakeholders and capable of handling sensitive situations with emotional intelligence.  **Contact centre service delivery**, Service Design and clinical governance is highly desirable.  Key essential skills  **Excellent written and verbal skills –** able to concisely communicate and capable of producing clear communication to a variety of stakeholders.  **Excellent problem-solving skills –** highly capable of taking initiative to identify and solve both potential and actual issues, using data and insights.  **Project management skills** – demonstrated experience in project coordination/management in an environment of competing priorities. Agile experience is desirable.  **Proficient in the use of technology** – able to confidently use Office Suite of products, telephony systems and familiar with CRM platforms. | |
| 1. Values leadership and our culture at Beyond Blue | |
| Beyond Blue Values We all play a part and take responsibility for our impact on Beyond Blue’s culture, in line with our [Values](http://bbconnect.beyondblue.org.au/Pages/beyondblue-Values.aspx).  Cultural competency Beyond Blue strives to be a culturally safe and inclusive workplace. All employees are expected to undergo regular cultural competency training as part of their professional development plans. | |