

Amaze

Position Description

Position title: Team Lead, Autism Connect	Team: Autism Connect
Reporting to: Chief Operating Officer	Effective date: February 2023
Hours: 2 x 1.0 full-time equivalent (FTE) (open to job share)	Position type: June 2024 (fixed-term)
Salary: \$85,000 - \$95,0000 (pro-rata) + superannuation + salary packaging	Location: Work from Victoria Street, Richmond with some optional working from home days
Vaccination requirement: As this position requires work from the Victoria Street office, the successful candidate is to demonstrate triple COVID-19 vaccination status.	

About Amaze

Amaze is a leading autism organisation driving change so that Autistic people and their families can live their best lives.

For over 50 years Amaze has been supporting Autistic people and their families. Based in Victoria, Amaze has a national reach and is the home of Australia's national autism helpline – Autism Connect.

Amaze is here for all Autistic people of all ages and works together with the autism community and a broad range of supporters to create a more autism inclusive Australia.

As well as working to increase broader community understanding and acceptance of autism and providing high quality advice and support, we translate autism community experiences into broader policy needs.

A key focus for Amaze is to assist employers to be Autism Positive and create inclusive, sustainable support for autism employment.

Amaze's commitment to Autism Positive Employment

Amaze is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. We stay true to our name by hiring 'Amazing' people from a wide variety of backgrounds. After all, we want to be as diverse as the communities we serve. Our inclusive culture helps us to be bold, open to difference, embrace curiosity, and spark positive change in ourselves and others.

Amaze is an **Autism Positive Employer**. We provide support and adjustments, starting with the recruitment process! We nurture an environment that is personally accountable, supportive, psychologically safe, inclusive, and high performing.



About the team

The team responds to all the enquiries into Autism Connect through multiple communication channels (phone calls, email, webchat). Phone and webchat enquiries are received via our Ericom/Genesys telephony service which interfaces with our Salesforce Client Management System (CRM). Emails are managed directly through Salesforce which can auto-populate some responses and data.

Highly supportive and collaborative, the team bring experience from diverse backgrounds in education, social work, policy, health, and disability. There is a strong proportion of staff with lived experience and our growing diversity in the team is one of our strengths.

The team also works from various States/Territories remotely and are co-located in a virtual team environment. This role is essential to bind and create synergy between the Amaze Advisors and Service Partner Advisors as well as support the team's efficiency, productivity, positivity, and motivation, and to appropriately escalate support issues where required.

About the role

The Team Lead, Autism Connect reports to the Chief Operating Officer and is responsible for:

- Providing leadership and support to a team of Amaze Autism Connect Advisors and to Service Partner Advisors creating synergy across the teams. This is to support delivery of quality and consistent service to contacts (phone, email, webchat), facilitate rostering, call escalation, debriefing and other agreed supports.
- Overseeing day-to-day management of the Autism Connect team including rostering, one-on-one meetings, team meetings, induction, and other activities.
- Motivating, training, and inspiring quality advice and management practice across the Autism Connect team to achieve organisational and service outcomes.
- Capacity building the team in relation to contacts with complex and/or escalating issues, ensuring high quality and consistent services, managing scope of practice, and supporting referrals to other services.
- Providing guidance and undertake problem-solving, point of escalation, and Advisor support and debriefing as required.
- Providing independent and evidence-based information, referrals, and support to Autistic people, their families and supporters, and wider Australian community.

What you'll be doing

Dual responsibility

- Split time between Team Lead (70%) and Advisor (30%) responsibilities in accordance with the demands of each role.

Leadership

- Provide formal 1:1 supervision to a team of Advisors and collaboratively develop and review performance plans and monitor and evaluate call and work quality.
- Provide mentoring, direction, and guidance to Advisors so that they work within their scope of practice and provide quality and consistent service to contacts and capture quality data.



- Provide leadership and support to Service Partner Advisors as well as Amaze Advisors, maximising inclusion, engagement, and consistency in service and data capture.
- Manage the Autism Connect roster/scheduling including forecasting service demand, planning for state/territory and national public holidays, coordinating casual staff, organising coverage for planned/unplanned leave.
- Lead and build the team in formal and informal settings, including coordinating and leading Autism Connect meetings, resolving challenges, ensuring consistency and quality of service, and data recording efforts.
- Lead the development, improvement, and implementation of processes and systems for staff to enable them to fulfil their job requirements.
- Assist in call escalation and provide call debriefing for staff across the operating hours of the service.
- Support and enhance team wellbeing through the development and implementation of initiatives that encourage maintenance of professional boundaries, manage self-regulation, and effectively handle difficult calls/contacts.
- Work with key staff to recruit, select, and appoint Advisors, and organise and deliver a comprehensive induction program.
- Co-ordinate cross-functional team liaison as required including external stakeholders such as the external evaluation body.

Quality

- With the other Team Leader/s, listen to minimum number of calls for each Advisor to ensure quality, consistency and identify gaps for training and development.
- Monitor program metrics in line with established program logic for insight into program performance and recommend improvements.
- Consistently identify and address opportunities for continuous improvement of the service, including the use of metrics and analysis to inform processes, operations, rostering, training and development for the team.
- Lead overall team service delivery evaluation feedback from internal and external resources (ARTD, etc.) and adjust / implement changes in collaboration with the Chief Operating Officer.

Autism Connect Advisor

- Act as a role model through the delivery of high-quality Autism Connect services (as set out in Advisor, Autism Connect and Triage Coordinator, Autism Connect position descriptions).
- Support team members by sharing knowledge, training, and mentoring as required.
- Develop and model a culture of collaboration, respect, and high customer service standards within the team.
- Utilise, champion, and contribute to the ongoing development of the Amaze Operations Manual.

General

- Other tasks as required, aligned to skills, experience, and role level.
- Adherence to Amaze policies and procedure including the Amaze Code of Conduct.



- Ability to work with the other Team Lead/s to provide coverage across the operating hours of the service.

What you'll need to succeed

KEY SELECTION CRITERIA

Qualifications and Experience

- Tertiary qualifications in a related field (e.g., social work, community services, psychology, or similar profession) and/or demonstrated equivalent experience.
- Demonstrated experience and capability in managing staff, including enhancing motivation and engagement, providing feedback, and resolving conflicts.
- Demonstrated experience in use of multiple technologies, especially telephony and customer relationship management systems.
- People management skills and experience including the ability to lead an inclusive team that maximises the talents and potential of each person, in a remote and hybrid environment.
- **Desirable.** Experience in the not-for-profit sector.

Knowledge

- Knowledge of and/or demonstrated experience in facilitating workplace debriefing and support processes.
- Knowledge of and/or demonstrated experience in developing, implementing, and maintaining staff rosters.
- Subject matter knowledge in at least one area (Autistic identity, assessment and diagnosis, education, the NDIS, behaviour strategies, referrals to services, peer support connections).
- Autistic community focused with either experience, knowledge of, and/or commitment to, developing respectful communications with Autistic people and their families and carers.

Capabilities

- Superior verbal and written communication skills with the ability to understand and respond to communications across several IT platforms.
- Ability to manage personal responses, maintaining a sense of calm and composure while managing professional boundaries.
- Ability to problem solve with reflective thought and consideration and provide solution focused information with links to a wide range of stakeholders.
- Ability to learn and maintain a high level of IT user skills to navigate multiple interfacing platforms within the role daily (Salesforce, PureCloud/Ericom, SharePoint and Microsoft Office).
- Demonstrated ability to work in a dynamic, fast paced environment where best practice, knowledge, systems, information, and processes may change.
- Ability to monitor performance and progress against objectives, taking action to ensure deadlines and outcomes are achieved, and managing personal time and resources effectively within a task rostered environment.

- Intermediate to advanced skills in the use of Microsoft Office, CRMs (preferably Salesforce), and the utilisation of digital technology or the ability to rapidly acquire the knowledge and understanding.
- High level of maturity and integrity, with personal drive and determination to deliver work on time and to a high standard.
- Fosters an inclusive workplace where diversity and individual differences are accepted and valued.
- Ability to demonstrate alignment to the Amaze values which are: Community Centric, Collaboration and Partnership, Constructive and Solutions Focused, Determination and Independence, Evidence Informed and Outcomes Driven, Strengths Based.

Inherent requirements of the role

Amaze provides reasonable adjustments to its employees and will accommodate individual needs where practicable. However, some aspects of the role are non-negotiable. For this role, candidates are required to be able to:

- Work in an open plan environment if working at the Victoria St Office.
- Complete sedentary desk work at a computer.
- Work collaboratively as part of a team.
- Communicate verbally via phone, through video meetings, or in-person.
- Concentrate for extended periods of time, with support if required.
- Change tasks on request with little to no warning.

Other requirements

- A National Police Check and Working with Children Check is required.