

POSITION DESCRIPTION

Position title	National Manager – Service Access and Support		
Hours	Full time	Contract term	Permanent
Location	Either Sydney, Melbourne or Brisbane including flexible working	Department	Services and Impact
Reporting to	GM Services and Impact	Number of Direct Reports	3

Primary Purpose

The primary purpose of this role is:-

- to lead the development and operation of our digital and other information products for children with cancer and their families, and
- ensure that highly effective service operations, intake and online information support is delivered by the service delivery team so that all families who come to Redkite for support receive high quality, efficient services and a positive customer experience.

Key Focus Areas

Innovative, co-designed and efficient services and digital program delivery

- Ensure that families connecting with Redkite receive responsive, personalised care and are connected to the support that best meets their needs, including through the provision of online services and information and internal referral to Redkite’s community social work team.
- Grow and develop the services information area, while also adopting lean approaches to make our systems and processes more efficient and sustainable
- Champion the development of digital solutions from both a systems and service delivery perspective and lead new digital projects within the Services team as required
- Identify and promote national and global best practice digital and information services that are driven by client needs and deliver a positive client experience
- Manage and coordinate product changes in line with strategic and business direction, as well as identify how to adapt existing products to new markets
- Define business readiness plans, taking into consideration IT deployment, data migration, training and business activities required to integrate new systems and technologies into the business

Leadership and operational management

- Take a strategic approach in leading the development of responsive, data driven and efficient digital and information services to our client groups.
- Demonstrate effective consultation and leadership in all aspects of the role.
- Demonstrate and promote professionalism, respect, feedback and open communication.
- Contribute to the development of Redkite’s strategic and business plans.
- Develop business cases in liaison with the GM Services and Impact for Senior Executive Team and the Board for new projects and opportunities as they arise
- Develop and promote a cohesive and well engaged team and provide day to day operational support to team members across the country.
- Support the ongoing development of individual team members in line with our REAL behaviours and People & Culture Strategy
- Coordinate effective and timely performance planning, review and reporting as required.
- Represent Redkite when required, including at Senior Management and Board meetings as appropriate.

Governance

- Contribute to the management and implementation of the Complaints Policy
- Identify data gaps and recommendations to the Head of Information and Communications Technology in relation to effective data governance.
- Respond to Services related data breaches reports or requirements.
- Champion compliance, and the Privacy & Consent Policy and Procedures within Services.

Skills & Competencies

Essential

- 5 years’ experience managing services in a not for profit health and/or community services environment
- Experience in leading the development of digital information resources in the health or not for profit sector and utilising ‘test and learn’ approaches to service development.
- Experience in utilising data analytics to drive ongoing digital product development and service output reporting.
- Demonstrated experience in project, program and operational management with consistent success in delivering outcomes in a complex, lean resource environment.
- Strong understanding of the importance of customer experience and co-design approaches to service development

	<ul style="list-style-type: none"> • Exceptional relationship management and communication skills • Demonstrated ability to coach and engage others in using digital solutions as part of a blended approach to delivering support • Experience in managing 'back office' administration systems and teams to enable high quality information, resources and digital service delivery
Desirable	<ul style="list-style-type: none"> • Experience with Salesforce CRM system • Experience in managing online and phone intake services within a not for profit, health or community services environment • Strong understanding of digital privacy and service consent requirements including the opportunities, barriers and risks to supporting children in a safe way within a digital services environment • Experience in driving systems and process improvement initiatives
Qualifications & Education	<ul style="list-style-type: none"> • Relevant tertiary level human services and / or management qualifications. • C Class driver's license