

Position Description - Manager – Consumer Support Services (1.0 FTE)

Reports to:	General Manager - Programs	
Unit	Consumer Support Services	
Location	Unspecified	
Date	June 2018	
Principal Function(s):	Ensure the quality development, implementation and evaluation of key Asthma Australia consumer support services to benefit people with asthma and their carers.	
Relationships:	<ul style="list-style-type: none"> • Leadership Team • Education and Training Unit • Health Projects and Partnerships Unit • Income Development Department • Research, Policy and Advocacy Department • Marketing, Communications and Engagement • External Government and health industry bodies 	
Role Area	Responsibilities/behaviours	Performance Outcomes Sought
Delivery of evidence based information and support services through 1800 ASTHMA Helpline and COACH	<ul style="list-style-type: none"> • Development and implementation of procedures and processes to ensure consistency in the provision of evidence based information by 1800 ASTHMA Helpline and COACH staff • Oversees development and use of key messages on issues unique to the person with asthma as required • Development and implementation of procedures and processes to ensure quality and consistent data collection and entry by 1800 ASTHMA Helpline staff • Implement structured strategy to support 1800 ASTHMA Helpline staff in the delivery of their role including provision of ongoing training, coaching and support, staff debriefing, and managing workload in combination with other roles • Rostering of staff to manage 1800 ASTHMA Helpline and COACH responsibilities. 	<ul style="list-style-type: none"> • Effective management of client data in AA CRM and COACH database • Patients receive consistent service and support from entire team • Protocols are in place • Key messages are renewed and implemented annually • Helpline is optimally efficient • Benchmarks identified to guide effective resourcing of services and continuous improvements • Competency matrix and Scope of Practice document prepared • Service is compliant with requirements • Delivery of 1800 ASTHMA Helpline is seamless; all shifts are covered • Positive progress towards unit targets as per contracted deliverables
Manage the implementation of funded projects in line with	<ul style="list-style-type: none"> • Manage the uptake and implementation of COACH including liaison with COACH IP owners, data analysis, reporting and evaluation. 	<ul style="list-style-type: none"> • Implement COACH as per agreement with Asthma Australia providing sufficient staff resourcing to undertake the project

contracted deliverables	<ul style="list-style-type: none"> • In conjunction with relevant regional based managers, oversee the delivery of locally based funding agreements which relate to 1800 ASTHMA and COACH. • Liaise with entities involved in the delivery of nationally funded projects such as AMP who sit outside Asthma Australia Limited. 	<ul style="list-style-type: none"> • Evidence of progress towards a comprehensive evaluation plan of the COACH program • Local contracted deliverables analysed and incorporated into Unit workplan and targets • Evidence of contribution to funding agreements with non AAL asthma related entities.
Cross program collaboration and content advice	<ul style="list-style-type: none"> • Ensure wider Program initiatives appropriately reflect the Consumer Support Services offerings • Facilitate the effective use of asthma educators in the development and delivery of education and training • Contribute expertise to inform new consumer support service models to support the needs of people with asthma • Work with the MarComs Department to resource the revision, refinement, development and evaluation of key resourcing modalities to support consumers and health professionals in asthma management • Provision of content expertise and advice across other service areas 	<ul style="list-style-type: none"> • Unit targets are achieved with increasing diversity in clients • Positive feedback from external stakeholders • Evidence of consideration of new models of service • New resources are developed and approved • Asthma educators retain diversity in role through the provision of education and training services where required
Target populations	<ul style="list-style-type: none"> • Oversee the promotion of Consumer Support Services to communities, groups or individuals considered vulnerable to poor asthma outcomes 	<ul style="list-style-type: none"> • Increased reach to people identifying as vulnerable
Strategic and business planning	<ul style="list-style-type: none"> • Leads the strategic direction for Asthma Australia's Consumer Support Services • Contribute to the preparation of annual and individual workplans for Consumer Support Services Unit and monitor progress against, fulfilling internal and external reporting requirements • Participate in industry collaborations to inform the future direction of Consumer Support Services 	<ul style="list-style-type: none"> • Consult with Consumer Support Services team to develop and contribute to strategic direction for the service • Deliverables are met • Evidence of industry networking to identify opportunity
Workplace Health & Safety	<ul style="list-style-type: none"> • Ensure compliance with legislative and Asthma Australia WHS policy • Staff are aware of, and adhere to WHS requirements • Ensure a safe working environment for self and others 	<ul style="list-style-type: none"> • All Workplace health and safety programs are followed to ensure a safe working environment for self and others
Team leadership	<ul style="list-style-type: none"> • Provide leadership for the Consumer Support Services team and foster an environment of teamwork and performance excellence. 	<ul style="list-style-type: none"> • Team work plans developed and delivered annually • Budgets planned, monitored and achieved • Team goals and targets are met or exceeded.

	<ul style="list-style-type: none"> • Working in consultation with the General Manager – Programs and in collaboration with key senior staff in order to achieve organisational goals. • Work in consultation with the General Manager – Programs with recruitment on staffing matters. • Undertake Probation and Performance Review processes for direct reports. • Provide mentoring and coaching for Programs staff, and identify professional development opportunities as required 	<ul style="list-style-type: none"> • Successful recruitment and probationary, performance review processes are fulfilled • AMP agreement fulfilled • COACH contract obligations met
Team membership	<ul style="list-style-type: none"> • Follow the AA values, policies, procedures and statutory obligations • Play a leadership and an active role in the Programs team, undertaking activities to fulfil individual &/or team work plans • Participate in AA events and meetings as required • Assist the General Manager – Programs as and when required with ad hoc projects 	<ul style="list-style-type: none"> • Team building activities planned and delivered at least annually • Individual work plan as needed developed in consultation with General Manager – Programs
Skills Qualifications and Attributes required	<ul style="list-style-type: none"> • Formal qualifications in health, education, public health or associated field • Comprehensive experience in asthma management including a thorough understanding of the patient experience in living with a chronic disease • At least five years' experience in managing a telephone information service preferably in supporting people living with a chronic disease • Certificate IV in Assessment and Workplace Training • Experience managing contracts, budgets and targets • HR management experience in developing and managing a team of professional to achieve results • High level experience in the operations of a computerised customer records management system • Demonstrated experience in the production and evaluation of resources • Excellent interpersonal, team work and communication skills • Capacity and willingness to travel (interstate and locally) • Competent in culturally diverse settings • High level reporting and presentation skills • Proven problem solving, planning and decision-making skills. • A positive attitude and approach towards all areas of work 	