

Role Description

Role details	
Role title	Member Services Team Leader
Reports to	National Membership Engagement Manager
Next reporting manager	AASW CEO
Location	Melbourne
Award	Clerks – Private Sector Modern Award 2010
Classification	AASW Professional Officer Level
Hours of work	0.9 FTE
Tenure	Ongoing
Date	June 2021
Role purpose	
<p>Reporting to the National Membership Engagement Manager this role is responsible for:</p> <ul style="list-style-type: none"> Leading, managing and mentoring the Branch Staff Team who support our members through member engagement opportunities, professional networking, social policy and advocacy activities, and project work across a multi-site branch network Key areas of responsibilities include people leadership, enhancing service delivery to members and stakeholders, implementing membership strategies, and providing a point of coordination and escalation for Branch staff The role also is a key point of contact and collaboration for the state and territory Branch Management Committee Senior Office Holders 	

About AASW

The Australian Association of Social Workers (AASW) is the peak body for social workers in Australia, with approximately 12,000 members. We set the benchmarks for professional education and practice in social work and have a strong voice on matters of social justice, human rights and issues that impact upon the quality of life of all Australians.

The AASW operates from a national office (Melbourne) and a network of 9 branches delivering education, programs and services, advocacy, networking, and connection for the benefit of members and the social work profession.

Our Values

AASW employees are expected to operate in accordance with the aims and intent of these shared values.

RESPECT

- Trust; True openness; Compassion; Self-awareness and reflection

COLLABORATION

- Support each other; Teamwork; Shared vision; Being united and collegiate; Enjoy your time at work and have fun

INTEGRITY

- Responsibility; Courage; Authenticity

ACCOUNTABILITY

- Be engaged and contribute; Deliver outcomes

RESPONSIVENESS

- Self-awareness; Flexible; Agile; Curiosity

Key Areas of Accountability

People Leadership

- Lead, motivate and coach team members to apply, share and develop their knowledge, skills and expertise to achieve effective service delivery outcomes for members and stakeholders
- Be the primary point of contact and accountability for the operational and service delivery requirements (including budget preparation and management) of AASW's branch network and specialist support staff
- Identify and implement strategies to support collaboration, knowledge and information sharing and a streamlined, coordinated approach to engaging with AASW's specialist service providers including the following teams People and Culture, Professional Standards, Education, Marketing and Communications, Social Policy and Advocacy and Finance
- Engage and work collaboratively with the Branch Management Committee's and senior Office Holders
- Manage complex stakeholder engagement with a shared responsive and appropriately with a shared focus

Enhance Service Delivery

- In conjunction with the Member Engagement Team and Branch Services Coordinators deliver on the AASW Strategic Plan 2021-2023 and operational plans
- Collaborate with the Member Engagement Team and Branch Staff Team to enhance the service delivery standards to current and future members
- Manage and provide guidance on reporting relating to events, budgets, publications, social policy submissions
- Undertake in conjunction with Marketing and Communication Leads implementation of promotional material and information to AASW's members and stakeholders
- Develop consistent and timely communications across the Branch Networks and AASW specialist service providers
- Maintain applicable databases to track participation, costs, sales and revenue on all programs
- Develop Branch Service Design Frameworks to ensure that team KPI's are delivered

Governance

- Be the primary point of co-ordination and escalation for matters relating to Branch Management Committees, Sub Committees, Practice Groups and Networking Groups
- Work in collaboration with the People and Culture Manager to ensure all staff and volunteers are fully inducted, effectively managed and comply with AASW policies, procedures, and guideline
- Be responsible for ensuring that all activities that are undertaken within the Branches that are undertaken in alignment with the Strategic Plan, Operational Plans and the AASW Constitution and Bylaws.

Membership

- Participate in the development and implementation of membership strategies working with the Member Engagement Team and Branch staff
- Ensure an equitable and accessible membership experience across the Branches in service delivery
- In consultation with the National Membership Engagement Manager establish and contribute to a Branch Performance framework which supports membership recruitment and retention targets, delivery of professional networking events, member engagement activities and achievement within budget

Core Competencies and Capabilities

These competencies and capabilities are fundamental requirements for this employment position and the employee is required to meet these requirements.

Personal Responsibility

- Complies with the AASW Code of Conduct at all times, anticipates and adapts willingly to changing demands and situations. Takes personal responsibility for awareness and compliance with all procedures, standards, practices, and policies of the MSW in so much as they apply to the relevant position. Willingness to acquire new skills and willingness to undertake further training as required.

Regulatory Compliance - Safety, Health, Environment, Ethics and Privacy

- Ensures a strong awareness and compliance with Regulatory Standards to ensure ongoing privacy, safety, and security of stakeholders, and takes appropriate preventative measures to minimise the risk of adverse incidents. Assist in the provision of a safe and healthy workplace by identifying and responding to hazards in an appropriate manner.

Leadership and Communication

- Leads or promotes initiatives in their work area to ensure effective performance and achievement of the objectives. Promotes a team spirit and communicates effectively and professionally with fellow employees, management, members, suppliers and service providers.

Service Quality and Efficiency

- Maintain service quality and efficiency and take part in quality assurance processes

Key Compliance Requirements

All AASW employees are required to:

- Comply with all AASW policies, procedures, and code of conduct
- Operate in accordance with relevant statutory and regulatory compliance obligations including: Work Health & Safety, Privacy, Finance Management, Record Keeping and Equal Opportunity in employment and service delivery
- Participate in relevant training and awareness programs relating to compliance obligations and areas of accountability

Note: A police check and other probity checks may be required as part of the selection and appointment process

Key Selection Criteria

Essential Requirements

- Tertiary qualifications in Business Management/Administration/Leadership
- Project management experience
- People leadership experience - successful track record of managing a geographically dispersed team of professionals and leading and supporting people through organizational change and transformation initiatives
- Experienced in managing individuals and teams for effective performance outcomes within a values and behaviors-aligned performance management process
- Well-developed problem-solving and conflict resolution skills
- Experience in customer service delivery and coaching staff in customer service
- Experience in delivery of membership engagement and retention plans
- Excellent written and oral communication skills
- Policy/procedure review, development, and implementation experience
- Experience of effectively managing a portfolio of projects within agreed service delivery timelines and standards
- Knowledge of the application of governance
- Advanced stakeholder management capabilities

Desirable

- Demonstrated knowledge and understanding of the issues, needs and direction of the social work profession and workforce
- Experience with membership organisation

Work Health and Safety Inherent Job Requirements

AASW will take all reasonable steps to accommodate the abilities and needs of all staff members and potential staff members within the inherent job requirements of the role.

The requirements include:

- Attendance, representing and public speaking at AASW functions and AASW approved events
- Sitting or standing at a desk for extended periods of time
- Manual handling
- Use of computer screen for extended periods of time
- Managing peak work demands
- Undertake after hours work
- Ability to undertake interstate airline travel if required
- Communicating around emotive subjects involved in the social work sphere, such as mental health, child protection, disability, sexual orientation and family violence

Approvals

Approved by:
Cindy Smith, CEO

Date:

Accepted by

Employee Name:

Signature:

Date:

