



## Application Package: Contact Centre Team Leader

### Applying for the Position

Thank you for your interest in becoming Muscular Dystrophy Queensland's new Contact Centre Team Leader. We encourage you to read more about our organisation, our community and the requirements of the role as detailed in the following pages. You might also like to find out more about the organisation from:

- Our website: [www.mdqld.org.au](http://www.mdqld.org.au)
- Our facebook page: [www.facebook.com/mdqld.org.au](http://www.facebook.com/mdqld.org.au)

If you would like to apply for the position, you are encouraged to submit your application as soon as possible, as interviews will be scheduled as soon as there are a number of suitable applicants.

#### Your application should consist of:

- A brief email or cover letter.
- Attach a copy of your resume which should include at least two professional referees. (We will ask for your permission before contacting them.)
- Attach a document which addresses the Key Selection Criteria (listed on the following page). Please use each criterion as a heading. Your response to each criterion should be no more than half a page. Give examples of your past experience and any directly related skills you may have. You must address all the essential criteria. You may choose to address the desirable criteria.

Unfortunately, applications that do not include these three components will not be considered.

Your application must be submitted to [careers@mdqld.org.au](mailto:careers@mdqld.org.au)

If you require further information or have a specific question about the role, confidential enquiries can be made to Penny Deavin, Fundraising & Communications Manager. Email: [pennyd@mdqld.org.au](mailto:pennyd@mdqld.org.au) or call 3243 9700.

## Key Selection Criteria

### Essential Selection Criteria:

1. Experience in fundraising, with demonstrated experience leading teams in an outbound contact centre environment in the areas of tele-fundraising and/or art union/raffle sales
  - Provide details of your past experience working in an outbound contact centre.
  - You might have additional fundraising experience which is separate from your contact centre experience. If so, please also discuss it here.
2. Excellent skills in mentoring, leadership and coaching a team to achieve individual and team targets.
  - Discuss your understanding of the importance of mentoring and coaching in leadership.
  - Tell us about your leadership style.
  - Give specific example of problems you've addressed in a past leadership role and how achieved a positive outcome.
3. Proficient user of the Microsoft Office Suite of programs, particularly Word and Excel.
  - Advanced Excel skills (such as applying formulas and functions), will be essential to analyse data and inform decision making. Please give examples of how you use Excel in your day-to-day work.
  - Many of the documents you will rely upon will be formatted in Word. Many will use Mail Merge functions and rules. Please detail your skills in Word and provide examples of documents you've created or used these documents in professional experience.
  - If you have undertaken any formal or informal training in this software, please list it in your response.
4. Proficient database management (experience with DonMan (ASI Donor Management) preferred)
  - Please discuss your past experience using CRM or fundraising databases.
  - Discuss how you have used data to drive your decisions and what key metrics you monitor for decision making.
5. Finance and business acumen with the ability to identify and report on key performance indicators
  - Discuss your past experience interpreting financial documents, assisting in budgeting or meeting profit/loss targets.
6. Experience coordinating competing priorities and simultaneous appeals/programs/campaigns.
  - Give examples from past fundraising experience, where you've led a team through competing projects.
7. The ability to evaluate and adjust work for continual improvement.
  - Discuss your understanding of continual improvement and how you might achieve this in an outbound contact centre environment.

### Desirable Selection Criteria:

The following criteria are not essential but may assist you in your role as Contact Centre Team Leader. If you are able to address the following points, please include a response in your application.

8. Formal training in Fundraising or tertiary qualifications in Business Administration, Marketing or Communications.
9. Experience coordinating multi-channel fundraising campaigns beyond the call centre environment .
10. Experience creating or maintaining digital content for websites, email marketing and/or social media.

# Information about Muscular Dystrophy Queensland

## The Organisation

Muscular Dystrophy Queensland (MDQ) is a registered charity that provides assistance to individuals in Queensland who live with muscular dystrophy and similar conditions, as well as their family and carers. We estimate there is just over 4,000 people living in Queensland with these conditions. Each year another 40 families receive the heartbreaking diagnosis that would make them eligible for our services. With the generous support of our community, we provide a range of specialised services that meet our clients' needs and assist them to make the most of their opportunities.

## The Conditions

Muscular Dystrophy is an umbrella term that covers more than 100 different genetic, neuromuscular conditions, all similar in the way they progressively reduce muscle strength and function. There are many other types of neuromuscular disorders, affecting people of all ages. While most forms of muscular dystrophy occur in babies or children, some others appear in late adolescence or adulthood. There is no cure for muscular dystrophy and without treatment many of these conditions would be fatal. Fortunately, treatments have improved remarkably in recent years. With good cardiac and respiratory care, lives are being significantly extended.

## Mission and Vision

**Vision:** Life without limits for people with muscular dystrophy and similar conditions

**Mission:** Muscular Dystrophy Queensland empowers people living with muscular dystrophy and similar conditions to make the most of opportunities and live the lives they choose.

## Services

### Free charitable services:

We offer a range of services at no cost to our clients. These services are funded entirely by donations from generous individuals, corporations, and private trusts and foundations, and from MDQ's fundraising and events programs. From time to time we also receive project funding in non-recurrent government grants. Our charitable services currently include:

- **NDIS Ready Program:** Preparing people to understand the new disability support funding scheme and to be ready to apply for funding.
- **Helpline:** Providing general information about living with muscular dystrophy and similar conditions to those who have not yet registered for services
- **Information and support services:** Providing in-depth, one-to-one assistance for people who do not have adequate access to this through alternative support services.
- **Equipment Loans:** Including short term placement of CoughAssist respiratory equipment under the *Breathe Well Program* and long-term loans of electrical adjustable beds under the *Rest Well Program*. These programs also cover essential equipment maintenance which ensures our clients' safety while using this equipment.
- **Advocacy:** When systems and bureaucracy fails our community, we use our position and resources to raise our voice, speak up and seek an improved outcome.
- **Crisis support:** When an unplanned event occurs and a person in our community cannot find a solution alone, MDQ is able to provide an understanding, knowledgeable member of our team to help address immediate problem and guide our clients towards a long-term resolution.
- **Support for research:** A cure does not exist for any condition in the group of conditions known as muscular dystrophies. We support research that aims to improve quality of life, extend life expectancy and ultimately, find a cure for any one of these conditions.

**Chargeable services:**

Our chargeable services have been developed for the new disability support funding model, the National Disability Insurance Scheme (NDIS), which rolls out across Queensland between 2016 and 2019. We offer these services for our clients with muscular dystrophy and similar conditions, and also others where we believe we can be of assistance. As the NDIS is such a new scheme, we will be reviewing and updating our services over time.

Because we have charitable support, in some, restricted cases we are able to offer these chargeable services under a pro-bono arrangement. In these instances, there must be a significant need and no alternative funding solution for our clients.

Our chargeable services include; plan management provision, support coordination, planning, budgeting and decision making, social work and counselling, occupational therapy and physiotherapy.

## About the Position: Contact Centre Team Leader

### Purpose and Function of the Role

The focus of the role is to lead, develop and coach the team of fundraising officers, conducting telemarketing campaigns to raise donations and other fundraising income that will fund the Organisation's services and operations. Implementing workflow efficiencies, driving performance against KPIs, and regularly reporting results are key to the success of this position. It will also be important to understand the value of the relationship between the charity and our supporters, and be able to match the needs expressed by our community to the desire our supporters have to make a difference. Success will include the creation of growth, with the team expanding as revenue increases.

### Key Relationships

The Contact Centre Team Leader will; be a member of the fundraising team, lead Fundraising Officers in the Contact Centre (currently a team of 4 people), and report to the Fundraising & Communications Manager.

### Hours of Work

This role is a part-time position offering 50 hours per fortnight on a twelve-month temporary contract. The contract is extendable if it positively develops the contact centre operations and achieves identified targets. Hours of work would be subject to a negotiated roster, where you would regularly work between the hours of 9am and 8pm, Monday to Friday. From time to time, you may be required to work additional hours or work outside this scope of hours, including attending events on the weekends.

### Remuneration

This position meets the classification schedule for a Social and Community Services Employee at Level 5 of the *Social, Community, Home Care and Disability Services Industry Award 2010*. Currently, this offers an hourly rate between \$36.37 and \$38.02, dependant upon experience. The successful applicant would also have opportunity to take advantage of generous salary packaging arrangements available to Muscular Dystrophy Queensland as a Public Benevolent Institutions, which may add value to this employment package. Superannuation is paid in line with the superannuation guarantee.

### Other Benefits

Muscular Dystrophy Queensland offers a flexible working environment in a small organisation known for its positive culture. Additional employee and professional benefits include:

- Employee assistance program to support the emotional well-being of our staff.
- Contribution to reasonable professional development, to support growth and continuous improvement.
- Senior First Aid and CPR qualifications for key staff members (although not compulsory).

### Main Duties and Responsibilities

The Contact Centre Team Leader will:

- Contribute to the development of fundraising appeals and modify written appeal communications to create appropriate, compelling telemarketing scripts.
- Work with the Fundraising & Communication Manager to develop KPIs for each fundraising appeal (and donor segment where appropriate) conducted by the contact centre.
- Coordinate all contact centre fundraising activities and coach the team to develop performance and enable them to meet KPIs and fundraising budgets.
- Regularly analyse activities and report against identified targets, to:
  - inform the Fundraising & Communications Manager (and other key staff as necessary) on contact centre performance, and

- provide feedback to the team in the form of reports, one-to-one coaching sessions and team meetings.
- Provide positive team leadership and inspire a high level of work ethic and professionalism amongst colleagues.
- Ensure all Contact Centre activities conducted on behalf of Muscular Dystrophy Queensland meet timeframes and financial constraints as specified by business plans and annual budgets.
- Liaise with the Fundraising & Communications Manager, to maintain an appropriate administration system to support accurate record keeping for all Contact Centre operations.
- Assist the Fundraising & Communications Manager with setting fundraising budgets and planning the annual fundraising calendar.
- Liaise with external providers for services and business systems, to support list maintenance and growth and to support contact centre operations generally.
- Contribute to the success of the entire fundraising program, including referring supporters (such as top donors, bequest prospects and corporate partners) to the wider fundraising team where appropriate.
- Meet KPIs negotiated with the Fundraising and Communications Manager.

### Other Responsibilities

- Maintain a practical understanding of Muscular Dystrophy Queensland's vision, mission and operational activities in order to effectively communicate its role within the community and positively participate in achievement of the goals of the Strategic Plan 2018 – 2022.
- Perform all duties in accordance with relevant legislation and best practice guidelines, particularly with regard to collecting donations and charitable gaming.
- Act as a representative of Muscular Dystrophy Queensland at public and private engagements as required.
- Understand and appropriately implement relevant internal processes and procedures.
- Keep desk area clean and tidy and maintain general office cleanliness.
- Provide information to the management team and input into positive change management for the organisation.
- Perform other duties as assigned by the Fundraising & Communications Manager, Chief Executive Officer or other managers.

### Conditions of Employment

- All duties are to be carried out in accordance with MDQ's policies and procedures, which are based on compliance with relevant conventions, acts and standards.
- The employee must conduct activities in line with relevant legislation and best practice guidelines, including but not limited to Collections Act 1966, Charitable and Non-Profit Gaming Act 2010, Do Not Call Register and Information Privacy Act 2009 (Qld).
- The employee is required to work within MDQ's core values, as outlined in the Human Resource Policy and Procedures manual.
- The employee must hold, or be willing to apply for, a Blue Card (*Working with Children (Risk Management and Screening)*) and Yellow Card exemption (*Application for criminal history screening — prescribed notice*). MDQ will meet the costs of these applications.
- Upon employment with MDQ, the employee will obtain and supply a *Nationally Coordinated Criminal History Check* from an approved provider. MDQ may at its sole discretion, request an updated *Nationally Coordinated Criminal History Check* at any stage during employment with the organisation.
- The employee must have the legal right to work in Australia with no restrictions. If requested by MDQ at any stage during employment, the employee must provide evidence of their continuing right to work in Australia.