

Contract duration	: Fixed Term Contract (Period January 2023 ending March 2025)
Anticipated start date	: 16 January 2023
Closing date for applications	: 22 December 2022
Remuneration	: Market related
1X CALL CENTRE SUPERVISOR	: GQEBERHA

Beyond Zero (BZ) has been successfully implementing comprehensive services across the HIV and TB care continuum in the Eastern Cape (EC), Free State (FS), KwaZulu-Natal (KZN) and Limpopo Provinces in the past 18 years; targeting key and vulnerable populations including adolescents and youths, sex workers (SW), orphans and vulnerable children (OVC) and men who have sex with men (MSM) and people living with HIV amongst others.

Beyond Zero is one of the 4 nominated Principal Recipient (PRs) in South Africa to lead and provide strategic management, oversight, monitoring, and evaluation on the implementation of the Global Fund grant.

Purpose of the role

The role is responsible to provide platform of a national surveillance and information system which will ensure that challenges faced by people living with HIV are captured in real time and HIV services to boost testing, treatment, care, and support are offered. The Call Centre Manager will ensure that clients are linked to resource agencies as a way of increasing access, appropriateness, and availability of services especially to key populations.

Duties and Responsibilities:

1. Develop objectives for the call centre's day to day activities.
2. Conduct effective resource planning to maximise the productivity of resources (people and technology).
3. Establish and manage a call centre to respond to inquiries from people living with HIV across Global Fund operational districts.
4. Oversee a centre that provides information, counselling and referral services on HIV and AIDS and related diseases such as Tuberculosis, Sexually Transmitted Infections (STIs).
5. Oversee planning and implementation of call centre activities.
6. Track specific indicators integrated into a data store which will assist in collating and analysing data received from clients.
7. Collect and analyse call-centre statistics eg customer service metrics.
8. Compile data that can be used to inform advocacy issues such as like multi-month dispensing of antiretroviral medicines, access to viral load testing and access to HIV prevention and management.
9. Develop a database of service providers in different geographic locations.
10. Develop a referral network directory in each operational district.
11. Develop and facilitate training manual for online counsellors.
12. Develop operational SOPs for standardised services.
13. Training of online counsellors and personnel to execute their duties and maintain high customer service standards..
14. Appraisal of staff working in the call centre.

15. Prepare and present monthly reports to management.
16. Maintains a strict code of client confidentiality.
17. Perform all other duties required to successfully maintain company business

Minimum Qualification, Education and Experience

- Honours degree in psychology, social work, or related discipline.
- 5 years' experience in psycho-social services focussing on HIV and AIDS.
- Proven experience as call centre manager or similar position.
- Experience in customer service is required.
- Knowledge of performance evaluation and client service metrics.
- Experience in basic financial analysis (cost-effectiveness, cost benefit etc).
- Solid understanding of reporting and budgeting procedures.
- Proficient in MS Office and call centre equipment/software programmes.
- Experience working with key populations is desirable
- Valid SA driver's license

Skills & Competencies

- must be organised, reliable and results-driven professional
- Good interpersonal skills, excellent customer service and ability to work with a diverse team
- A proven ability to lead communications strategies
- Excellent organizational and planning skills
- In-depth knowledge and understanding of current trends in digital and their respective participants and how they can be deployed.
- Demonstrable social networking experience and social analytics tools knowledge.
- Ability to work in a highly pressurized environment with short deadlines

By applying for any of the above-mentioned positions, applicants consent to BZ to conduct qualification, ID, Criminal and Reference checks on them which form part of its recruitment process.

***To Apply:* Cover letters clearly stating the Position being applied for and preferred region/location as mentioned on the adverts, CVs, and copies of qualifications must be forwarded to gfrecruitment@beyondzero.org.za**

NB. Applicants who have not heard from Beyond Zero one month after the publication of these adverts should consider their applications unsuccessful and any future correspondence from BZ thereof will be limited to shortlisted applicants only.

Beyond Zero reserves the right to re-advertise any of the above listed Positions should the need arise and reserves the right not to fill any of the listed Positions.

None South African Citizens and non-South African Permanent Residence holders must be in possession of valid documentation authorizing them to work in South Africa. Beyond Zero is an equal opportunity employer.

Candidates from key vulnerable populations are encouraged to apply.



BeyondZero

a partner in public health transformation

By expressing the interest in the position, applicants are consenting in terms of POPI Act for their curriculum vitae be shared with the relevant people authorised to act on behalf of BZ in the recruitment process

