

A day in the life of a Regional Manager

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How long have you been with atWork Australia and how long have you been in your current role?

I have been a Regional Manager with atWork Australia for five months.

What does a normal day look like for you?

A normal day for me is spent focusing on our culture and performance. Culture is important to me as I feel a good team culture is key to your performance. When I review performance, I look for the areas that are doing well and those that require improvement. With my team of managers, we discuss and implement strategies to ensure we achieve our goals, and when we have key wins, we like to celebrate our success through recognition and rewarding the team.

Additionally, a lot of my time is spent networking with key stakeholders to ensure atWork Australia is the provider of choice for clients, employers and community organisations.

How many clients do you service?

Although I do not service clients directly, I do oversee the service delivery to our clients in the East Metro Region of WA. We have a commenced caseload of 547 clients and my aim is to ensure excellent customer service is provided to each and every one of these clients.

On average, how many clients do you service in a day?

As a Regional Manager, I am not servicing clients directly. However, the East Metro team of 14 Job coaches would service an average of 84 clients per day.

What is the most rewarding part of your job?

The most rewarding part of my job would be seeing my team achieve their goals and enjoying the work that they do. The best part of our job is making a difference in our clients' lives – it is why we are here. So happy clients and a happy team would be the most rewarding part of my role.

What is the most challenging part of your job?

The most challenging part of my role is juggling multiple priorities. Whilst our performance is key, there are also other aspects of the business such as client attraction, growth and community engagement that are also just as important. Ensuring time and tasks are prioritised correctly can be tricky. However, on the flip side of this, I like to be busy and there is not one day that is the same as the last which keeps things interesting.

What was the first six months like for you in your current role?

There have been a lot of new systems and processes to be learnt. The service delivery maps, Learning & Development and intranet resources have helped with this. I love the culture of atWork Australia and how management truly puts their team first. Over the last few months, I have thoroughly enjoyed looking at my region and getting the right strategies, culture and team on board to ensure our business succeeds.

If you could give a new team member any advice, what would it be?

Be patient – there is a lot to take in when you start in this industry – a lot of systems, processes and acronyms but eventually it clicks, and the dots connect. Ask questions and reach out if you're unsure.

Can you give us an example of a good news story you have had with a client of yours?

A client who came in to sign their plan was so overwhelmingly happy to be starting work, they were crying. This was so special to witness as it demonstrates to me the powerful impact our team has in the lives of our clients.

Another area of success that I am proud of is the network we are building within our local communities. Seeing atWork Australia's reputation grow within the community fills me with pride.

