

A day in the life of a Service Manager

Zoe Daniel



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

I started with atWork Australia almost six years ago and have been a Service Manager for about two years.

What does a normal day look like for you?

Every day is different and I love it! It could be assisting and training my team, strategising on how we can improve our services across my two ESAs and improve Star Ratings. I am liaising with external organisations, schools and programs within the community to discuss atWork Australia's support and build our caseload and connections, and of course assisting clients with job interviews and getting them job-ready.

How many clients do you service?

All together I have about 380 clients over six sites.

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

Our team services about 32 clients a day. I'll sit in and assist wherever possible.

What is the most rewarding part of your job?

Seeing a client thrive in their job, and their Job Coach feeling proud as they have been a part of that journey together. It's all about teamwork!

What is the most challenging part of your job?

Seeing the defeat in a team member's eyes when something doesn't go to plan. Our Job Coaches do so much to help our clients, and sometimes jobs fall through or KPIs aren't met. We soon learn that we need to just accept, learn from it, and move on in this industry!

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

The first six months were actually quite rewarding as I had two awesome managers who supported me in this role (I had moved from Ryde to Blacktown). I learned about the new ESAs I was working with, the changes in demographics and how to manage a team. Viewing things from a manager's perspective was one change, but I quickly adapted to seeing the bigger picture, and working towards bigger KPIs for Star Rating purposes, whilst broadening our support to meet clients' needs.

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

You will soon learn to be a jack of all trades. This is no office job! Expect everyday to be different. You will find your own bearings and take on things when marketing. You will be part of an awesome team, there to support you. Just know that if you keep pushing forward, the rewards are by far great!

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

Zoe's client, Kelly, lives with anxiety and was always told by previous providers that she should only work in retail. Kelly had great credentials and skills, and was more than capable of doing what she actually wanted to do – Banking! I assisted her with mock interviews and building up her confidence, and worked with the team to find her a job within one of Australia's Big Four Banks. She is still working there over two years later – in more of a management role.