

The purpose of this position

The **purpose** of the position is to ensure accurate and timely allocation of services to older people, carers and care recipients in our consumer directed/self-directed care services, to help them experience the life they never thought possible.

About the position

- This position is within Ageing & Carers directorate.
- This position **reports to** the Team Leader.
- The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: Budget holder Has designated revenue or billing targets.
- This position may be advertised externally as Roster Officer.
- The position is a Individual Contributor level of the Capability Framework.

Key areas of responsibility

- Coordinate client services effectively by leveraging technology to match staff availability, experience, and client preferences.
- Optimise staff travel to maximise direct service provision.
- Arrange brokerage services when required.
- Manage roster changes due to staff absences or client-initiated changes/cancellations, with timely communication.
- Integrate special events into rosters, including staff training, supervision, and meetings.
- Distribute staff rosters promptly and accurately.
- Maintain clear and timely records of client and staff service arrangements using digital and paper-based systems.
- Collaborate with stakeholders to define service delivery expectations, seeking support when needed.
- Contribute to process improvements and support senior team members in implementing effective systems.
- Liaise with external stakeholders (e.g. suppliers, community partners) in consultation with senior staff.
- Assess situations for urgency, risk, confidentiality, and sensitivity to appropriately escalate and resolve matters.
- Escalate concerns and risks to senior staff for guidance and action.
- Work in alignment with the Professional Governance Framework to deliver person-centred, connected, effective, and safe services.
- Ensure accurate and timely coordination of Carer Support services under the Carer Gateway program.
- Support carers by responding to their unique needs and collaborating with Client Support Partners to ensure timely access to services.
- Uphold human rights, embrace diversity, and foster an inclusive culture with individuals from all backgrounds.
- Ensures consumer service hours are scheduled in accordance with their approved budget or package level.

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- Accurately records staff hours to support correct payroll processing and financial reporting.
- Ensures roster changes are documented and authorised according to internal controls.
- Identifies and reports roster-related financial risks (e.g., excessive overtime, under-utilisation).
- Maintains accurate data in rostering systems to support financial audits and compliance checks.

Capability Framework

The Capability Framework defines the essential knowledge, skills, behaviours and attributes individuals need to success in their roles. It provides the organisation with a shared language and clear expectations across all levels of the organisation. The Capability Framework can be accessed [here](#) internal document only.

Key outcomes

When things are going well, we would expect to see these outcomes:

- Consumers are provided services that meet their needs by the person of their choosing in a timely manner.
- Direct worker consumer service provision time is maximised, and travel time are minimised.
- Service changes are resolved and communicated timely in a way that demonstrates excellent customer service.
- Services delivered to carers by the team are effective and in line with organisational and funding requirements.
- Clients are able to access services in a timely way.
- Consumers are provided services that meet their needs by the person of their choosing in a timely manner.
- Service changes are resolved and communicated timely in a way that demonstrates excellent customer service.
- Consumers indicate they are satisfied and engaged with their service.
- Consumers are supported in living their best lives within their own home for the entirety of their lives.

Key Criteria

Essential

- At least 12 months experience either providing home-based services in a community care setting and/or previous experience providing administration services with a community services provider.

Desirable

- Strong customer service focus, including friendly phone manner and the ability to identify opportunities for resolution within scope of accountability.
- Ability to use technology-based client management and documentation systems.
- Ability to manage own time, competing priorities and flexibility to adjust set plans to accommodate changes.
- Able to work effectively in a team environment under direction from team leader.

People who know this position say that

People who know this position say the things that might make your day are:

- Home Support Team Members being able to spend the majority of their time providing direct services.
- Providing problem solving to ensure consumers' service needs are met.

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- Consumers and their families providing feedback about great customer service.
- Helping to create a high performing team who are engaged, satisfied and positive.
- Having carers speak positively about their service or provide great feedback about a member of your team.
- Using a system that meet and exceed regulatory and best practice requirements.

People who know this position say some key challenges you might experience are:

- Interacting with clients, families or staff who may feel angry or frustrated about their service.
- Finding ways to replace staff to make sure services can continue at short notice.
- Managing your own time in an environment with competing priorities.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| <input type="checkbox"/> Overnight travel/stays. | <input type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input type="checkbox"/> Evening work. |
| <input type="checkbox"/> Travel to clients (varied locations). | <input type="checkbox"/> Special event support. |
| <input type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Managers, Deputy Managers/Team leaders
- Home Support Partners and Home Support Team Members
- Client Support Partners
- Learning and Development team
- Administration Staff

Outside The Benevolent Society:

- Carers and Care Recipients
- Families, carers, and other stakeholders
- Other service providers and agencies