

Position Description

Position Title:	Rostering Coordinator
Division:	Customer Service and Rostering Team (CST)
Reporting To:	Customer Service Team Leader
Direct Reports:	Nil

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD, and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity.

Diversity and Inclusion

Northcott actively promotes diversity and inclusion. We are committed to providing a workplace where every person is valued, respected and supported to progress. Northcott ensures no one is disadvantaged on the basis of their Aboriginal and Torres Strait Islander identity, culture, LGBTIQ+ identity, disability, gender, age, religion or caring responsibilities. We recognise the important role language and cultural understanding play in connecting with and supporting our diverse communities.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The Customer Service and Rostering Team (CSRT) is the face of Northcott, providing top notch customer service and support to our customers, families and staff on a daily basis. The CSRT can be considered the nucleus of Northcott, managing enquiries, new customer set ups, and coordinating rosters to ensure our customers get the services they need, when they need them.

The CSRT is a team driven by their shared passion for high levels of customer satisfaction. With a strong team culture and common value base, CSRT understands the importance of working together to achieve their KPIs, and proactively solve problems to best meet the needs of our customers and staff.

KEY OBJECTIVE OF THE POSITION:

The key objectives of a **Rostering Coordinator** are to:

- Deliver exceptional levels of customer service via building strong relationships with customers, staff and local teams.
- Effectively and efficiently coordinate and manage the staff resources available to safely and suitably meet customer and/or service requirements.
- Maintain ease of access to service for our customers as a priority.
- Proactively problem solve in instances of cancellations, unplanned leave, and incident response.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Enthusiastic team player with a 'can-do' attitude.
- Friendly and professional ability to remotely build rapport and trust with customers and staff.
- Proficient and effective written and verbal English communication skills with a pleasant phone manner.
- Strong computer literacy skills and knowledge of information systems while being supportive of any roll-out of new technology.
- Sound organisational skills and the ability to manage conflicting priorities.
- Attentive to details and able to identify interrelationships and make useful recommendations using critical thinking skills.
- Dedication to customer satisfaction and the Northcott values.
- Ability to respond constructively to conflict and disagreements without any prejudice while showing empathy.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Established experience in data management, utilising systems to carry out a rostering or scheduling function.
- An understanding of the Disability or Human Services sector, preferably working directly with families or people with disability.

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- Previous experience in scheduling/rostering people and /or services in a fast-paced environment would be an advantage.
- Previous experience working in a call centre, or working with high volumes of service requests.
- Studies or qualifications in Disability, social sciences or any relevant field are highly desirable.
- Valid NDIS Worker Screening Check (or willingness to obtain)
- Valid NSW Working with Children Check or Blue Card (or willingness to obtain)

DELEGATION LEVEL

- NIL

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- Answer all customer enquiries, in a courteous and friendly manner
- Update, create and maintain customer records
- Initial assessment of customer's NDIS plan from a customer's funding and Northcott product service perspective
- Effectively communicate with all relevant stakeholders to ensure rostering and booking needs are met within established timeframes

Relationship Building

- Answer all staff enquiries and roster requests in a courteous and friendly manner
- Build positive relationships with internal and external customers and stakeholders.
- Ensure confidentiality and compliance in all customer interactions (internal and external).
- Set clear service delivery expectations and provide consistent service
- Support customers to provide positive or negative feedback when required
- Initiate, develop and maintain good working relationships with all stakeholders
- Maintain good working relationships with team members and fellow colleagues
- Ensure adequate handover and support is given when rotating between different rostered areas and time slots.
- Visit the local areas to enrich the exchange of information, discuss rosters and build rapport with the regional staff twice a year.

Problem Solving

- Ability to identify problems and apply practical solutions
- Ability to identify high risk issues and escalate accordingly within a timely manner
- Use initiative to prioritise work load in order to meet deadlines
- Ensure decisions are made in line with Northcott's policies, procedures and business rules.
- Proactively contributes to work practice improvement

Financial Impact

- Ensure staff are forward rostered according to business requirements
- Show attention to detail ensuring that all quoting and invoicing is completed accurately and within appropriate timeframes
- High attention to detail when maintaining customer records
- Follow protocol and escalate accordingly when customer accounts are in arrears, or when

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- maximum no show or cancellations have been met
- Roster staff efficiently within their contracted hours to minimise overtime payments while ensuring that staff meet their contracted hours.

Time Impact

- Complete all allocated tasks within the targeted timeframe
- Prioritise duties/responsibilities in a manner consistent with service and organisational objectives

Team Work

- Provide advice and support to fellow team members when requested
- Respect other opinions and be willing to learn from others
- Ability to work autonomously and show initiative to assist others when required
- Work collaboratively as part of team

DUTIES

The typical duties of this position include:

1. Prepare and oversee the current and proposed roster for the assigned region or service to ensure customers' shifts are filled within their preferences and rules.
2. Ensure rosters comply with Northcott's Enterprise Agreement provisions, that there is fair distribution of available shifts and provide for the welfare and wellbeing of employees.
3. Timely management of calls and emails regarding service delivery, in line with Northcott business processes. This includes both inbound and outbound communication with customers and staff.
4. Management of cancellations and unplanned leave requests in line with Northcott business processes.
5. Rostering of customers in line with their Service Agreements through collaboration with the local service delivery teams in regards to staff management, customer needs and resources.
6. Maintenance of data integrity in Northcott systems with effective utilisation of customer records within the guidelines of our privacy policies.
7. Actively listen and action any complaints, feedback, and compliments, in line with Northcott business processes.
8. Working on a rotating roster to ensure coverage of CSRT operational hours.
9. Assist with the organisational overall compliance towards employee awards and staff entitlements via committing to contractual hours and leave entry for support workers.
10. Perform other administrative reception duties as required by management.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.