

Roster Officer – Team Leader

Ageing & Disability

This position is within Ageing & Disability. It is part of Ageing Client Services.

☒ This position reports to the Deputy Manager

☐ Reporting line may vary depending on location and service size

☐ This position does not have any direct reports ☐ This position may have direct reports, positions vary

☒ This position has the following direct reports: Rostering Officer

This position is designated Band 6 under the *Schedule of Authorities and Delegations*

☐ This position is a budget holder ☐ This position has designated revenue targets

☐ This position is an Aboriginal & Torres Strait Islander identified position

☐ This position may require a working with children related clearance

Position

Purpose

The purpose of this position is to support the day to day operation of the Ageing Rostering Team. Ensure accurate and timely allocation of Home Support services to older people and people with a disability in our consumer directed/self directed care services, to help them experience the life they never thought possible.

Focus

To achieve this purpose, the position holder would typically

- Lead the Ageing Rostering Team and assist with Rostering Officer queries
- Schedule the attendance times for the Rostering Team ensuring appropriate coverage across the day
- Allocating sufficient Roster Team phone coverage
- Bi-Monthly Supervision to identify staff needs and provide performance feedback
- Allocations of workloads across the team including Rostering Officer leave cover
- Efficiently and effectively coordinate services for clients through the use of technology and by matching staff availability and experience with client service needs and preferences
- Minimise travel time to maximise direct client service provision
- Coordinate brokerage services when required
- Coordinate roster adjustments for staff absences and client service change requests and cancellations, communicating changes in a timely way
- Coordinate special events into rosters such as staff training, supervision and staff meetings
- Ensure staff rosters are distributed in a timely way
- Document and confirm client and staff services and client changes using technology and paper-based systems in a clear, logical, understandable, and timely way
- Discuss and confirm expectations for service delivery and timeframes with managers and directors, seeking assistance when expectations cannot be agreed
- Support team members to develop effective processes, making suggestions for improvements where appropriate
- Liaise with external stakeholders such as suppliers, community partners and community groups as required, in consultation with more senior staff
- Evaluate information, data and situations to identify level of urgency, risk confidentiality and sensitivity, ensuring the most appropriate action is identified, directed to the correct person to address and matters are escalated to the relevant service management in appropriate timeframes
- Escalate and report concerns and risks to management for support and resolution

Outcomes	<p>When things are going well we would expect to see these outcomes:</p> <ul style="list-style-type: none"> • Rostering staff have a clear understanding of their roles and responsibilities • Rostering staff are engaged in their development and receive regular, structured supervision • Feedback and complaints responded to within stipulated targets • Consumers are provided services that meet their needs by the person of their choosing in a timely manner. • Home Support Team members direct consumer service provision time is maximised and travel time are minimised. • Service changes are resolved and communicated in a timely way that demonstrates excellent customer service. 		
Relationships	<p>We work collaboratively with others, however this position works close closely with:</p> <table> <tr> <td data-bbox="175 611 821 813"> <p>Within The Benevolent Society:</p> <ul style="list-style-type: none"> • Managers, Deputy Managers/Team leaders, Home Support Partners and Home Support Team Members • Learning and Development team </td><td data-bbox="821 611 1492 813"> <p>Outside The Benevolent Society:</p> <ul style="list-style-type: none"> • Consumers, their families and carers • Brokerage agencies </td></tr> </table>	<p>Within The Benevolent Society:</p> <ul style="list-style-type: none"> • Managers, Deputy Managers/Team leaders, Home Support Partners and Home Support Team Members • Learning and Development team 	<p>Outside The Benevolent Society:</p> <ul style="list-style-type: none"> • Consumers, their families and carers • Brokerage agencies
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Individual	<p>To achieve the position purpose and outcomes the position holder will need to have:</p> <ul style="list-style-type: none"> • At least 3 years' experience providing home based services in a community care setting AND/OR previous experience providing administration services with a community services provider • 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 and competing priorities, with the flexibility to adjust set plans to accommodate changing needs 		
Travel	<p>This position may require some flexibility in terms of travel or hours of work:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Overnight travel/stays may be required <input type="checkbox"/> Some weekend work may be required <input type="checkbox"/> Some evening work may be required <input checked="" type="checkbox"/> Travel between office locations/regions may be required <input type="checkbox"/> Travel to consumers (varied locations) may be required <input type="checkbox"/> Use of own registered, insured motor vehicle for business purposes may be required <input checked="" type="checkbox"/> Use of TBS pool cars may be required <p>All of us might need to travel occasionally to attend learning opportunities, meetings or other key events</p>		
Context	<p>Those with knowledge of this position say the things that might make your day are:</p> <ul style="list-style-type: none"> • Witnessing consumers' satisfaction with the services that they are provided • 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 • Consumers and their families providing feedback about great customer service <p>Those with knowledge of this position say some key challenges you might experience are:</p> <ul style="list-style-type: none"> • 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 		
Advertising	<p>Rostering Team Leader, Rostering Supervisor, Administration Team Leader, Administration Supervisor, Care Service Employee, Age Care, Disability, Community Care Coordinator, Rostering Coordinator</p>		

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.