

# Roster Officer Carer's Gateway

## Position

This position is within Carers & Ageing. It is part of the Carer's Gateway team

- 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:  
This position is designated Band 7 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

## Purpose

The purpose of this position is to 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

- Efficiently and effectively coordinate services for clients using technology and by matching staff availability and experience with client service needs and preferences.
- Coordinate brokerage services.
- Coordinate roster adjustments for client service change requests and cancellations, communicating changes 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 from when expectations cannot be agreed.
- Support more senior 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.
- Provide support to administration team, including reception coverage when staff are on leave or during busy periods.
- Escalate and report concerns and risks to more senior staff for support and resolution.
- Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective, and safe.

## Outcomes

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

- 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.

<b>Relationships</b>	<b>We work collaboratively with others; however, this position works closely with:</b>	
	<b>Within The Benevolent Society:</b> <ul style="list-style-type: none"> <li>• Client Support Partners</li> <li>• Support Centre</li> <li>• Delivery partners</li> <li>• Deputy Manager</li> </ul>	<b>Outside The Benevolent Society:</b> <ul style="list-style-type: none"> <li>• Carers and their families</li> <li>• Other service providers and agencies</li> </ul>

<b>Individual</b>	<b>To achieve the position purpose and outcomes the position holder will need to have:</b>	
	<ul style="list-style-type: none"> <li>• At least 12 months administration experience OR/AND previous experience scheduling/rostering in community services.</li> <li>• Strong customer service focus, including friendly phone manner and the ability to identify opportunities for resolution within scope of accountability</li> <li>• Ability to use technology-based client management and documentation systems</li> <li>• Ability to manage own time and competing priorities, with the flexibility to adjust set plans to accommodate changing needs.</li> </ul>	

<b>Travel</b>	<b>This position may require some flexibility in terms of travel or hours of work:</b>	
	<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 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 type="checkbox"/> Use of TBS pool cars may be required All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.	

<b>Context</b>	<b>Those with knowledge of this position say the things that might make your day are:</b>	
	<ul style="list-style-type: none"> <li>• Witnessing consumers' satisfaction with the services that they are provided.</li> <li>• Providing problem solving to ensure consumers' service needs are met.</li> <li>• Consumers and their families providing feedback about great customer service.</li> </ul>	
	<b>Those with knowledge of this position say some key challenges you might experience are:</b>	
	<ul style="list-style-type: none"> <li>• Interacting with clients, families or staff who may feel angry or frustrated about their service</li> <li>• Finding options to fill vacant shift to make sure services can continue at short notice</li> <li>• Managing your own time in an environment with competing priorities.</li> </ul>	

<b>Approvals</b>	<b>Approver</b>	Director, Human Resources	Date: 10 July 2022	Position Code: <b>ADM008</b>	
	<b>Review history</b>	V1.0 Release			
	<b>Advertising</b>	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.			