

# After Hours On Call Rostering Officer

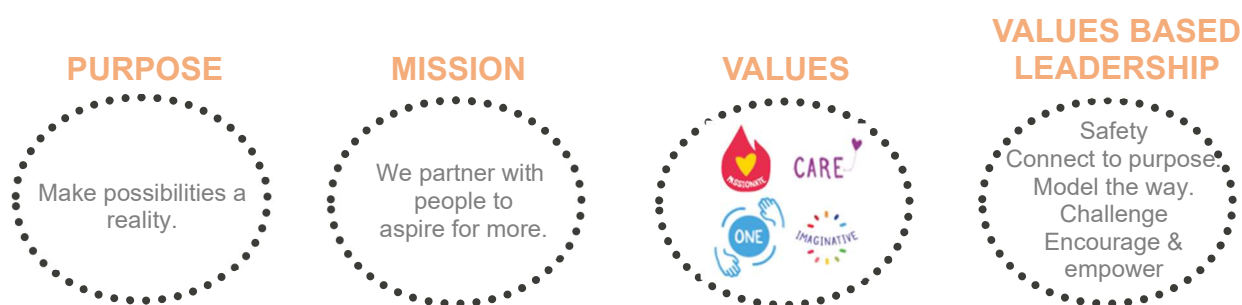
## Success Profile

<b>Your division</b>	Service Delivery
<b>Your team</b>	Business Excellence
<b>You report to</b>	Team Leader - Rostering

### PURPOSE OF YOUR ROLE

The After Hours On Call Rostering Officer serves as a critical support function to staff, customers, and stakeholders by providing guidance and assistance. This role will be responsible for the effective management of after-hours on call assistance for staff, customers, and stakeholders across all Service Delivery regions.

### ORGANISATIONAL PROFILE



### KEY SUCCESS AREAS

<b>SAFETY</b>	<ul style="list-style-type: none"> <li>All Endeavour Foundation staff have a duty of care and a legal obligation to ensure that they:             <ul style="list-style-type: none"> <li>Undertake work in a manner that is not harmful to their health and safety and the health and safety of others.</li> <li>Comply with the Endeavour Foundation OHS Management System requirements.</li> </ul> </li> <li>Monitor workplace conditions and report:             <ul style="list-style-type: none"> <li>Ideas which may improve health and safety.</li> <li>Any work related or personal injury or illness (where it may affect their ability to work safely).</li> <li>Hazards and incidents including any malfunction or inadequacies of equipment. Correct minor hazards as applicable.</li> </ul> </li> <li>Attend and actively participate in OHS and other mandatory training.</li> </ul>
<b>CUSTOMER CONNECTION</b>	<ul style="list-style-type: none"> <li>Provide a customer experience in line with Endeavour Foundation's Values and behaviours, ensuring customer needs are met.</li> <li>Utilise various forms of communication including phone, email, workspace chat &amp; video conferencing to respond to customer enquiries.</li> </ul>

	<ul style="list-style-type: none"> <li>• Complete and maintain up to date and accurate records of customer interactions in the relevant system.</li> <li>• Identify and escalate any customer concerns to leader.</li> <li>• Collaborate with the team and leader to ensure customers receive a consistent approach.</li> </ul>
<b>OUR PEOPLE</b>	<ul style="list-style-type: none"> <li>• Demonstrate courage and persistence in the face of resistance and seek to understand challenges and develop effective responses.</li> <li>• Always demonstrate values-based leadership and role model Endeavour Foundation behaviours.</li> <li>• Lead and drive a performance focused culture of success and inspire a sense of purpose throughout the team.</li> <li>• Seek out regular feedback from Service Delivery team and use customer insights to drive decision making and prioritise actions and activities.</li> <li>• Be a change agent, recognise and rewards change, encourages others to recommend continual improvements processes.</li> <li>• Proactively coach and mentor team members and peers. Seek and give constructive and appropriate feedback to colleagues and the team to set them and you, up for success.</li> <li>• Foster a culture of collaboration with your peers and your teams leading to a co-create and co-deliver approach to delivering the best outcomes for our customers.</li> </ul>
<b>OPERATIONAL EXCELLENCE</b>	<ul style="list-style-type: none"> <li>• Conduct day to day scheduling of staff to cover unplanned changes in employee availability including personal leave and emergency replacement and record appropriately in relevant.</li> <li>• Conduct regular audits to ensure that rosters are consistently aligned with the organisation's key service indicators.</li> <li>• Amend rosters that align to requests, such as irregular supports.</li> <li>• Ensure the allocation of shifts are allocated with consideration to the compatibility of customers and employees, including skills, cultural, spiritual and lifestyle preferences.</li> <li>• Manage and assist staff with client care queries throughout the shift that may relate to behavioural guidance, medication authorisations or a critical situation.</li> </ul>
<b>FINANCIAL SUSTAINABILITY</b>	<ul style="list-style-type: none"> <li>• Ensure that the accuracy of rosters is in line with customer billing requirements to ensure effective charging and claiming of funding.</li> <li>• Make clear decisions balancing a commercial environment and customer needs.</li> <li>• Role model and lead best practice financial management that supports customer fulfilment strategy and our customers.</li> <li>• Drive an integrated approach to supporting service delivery, to meet financial targets aligned with the customer and employee experience.</li> </ul>



## WHAT YOU NEED TO SUCCEED

<b>CAPABILITIES</b>	<ul style="list-style-type: none"><li>• Demonstrated written and verbal communication skills to ensure clear and concise information is communicated to stakeholders.</li><li>• Ability to keep a customer focus, to ensure customer needs are met.</li><li>• Be accountable above all else. The incumbent must have a sense of ownership to their work and total accountability on duties undertaken.</li><li>• Ability to proactively strive to achieve measures of success, take initiative and continuously seek to improve individual and business performance.</li><li>• Demonstrated high level verbal communication skills to develop and maintain strong customer relationships and deal with customer issues sensitively and assertively to establish good customer focused outcomes on a consistent basis.</li><li>• Proven ability to work in a team environment and build collaborative relationships with customers and colleagues to achieve optimal business outcomes.</li><li>• Demonstrated strong attention to detail to ensure all work is completed accurately and in a professional manner.</li><li>• Proven ability to prioritise workload and multi-task to ensure work commitments are fulfilled in a timely manner.</li><li>• Demonstrated critical thinking skills to successfully research and identify problems, develop solutions, and implement these using a logical and systematic approach.</li><li>• Multi-tasking ability and comfortable working in a busy, fast-paced environment.</li><li>• Demonstrated ability to be flexible and proactive with a sense of urgency to adapt to a changing environment.</li><li>• Respond to and manage critical incidents and ensure compliance with critical incident frameworks.</li><li>• Maintain accurate records of conversations and actions relating to customer services and care.</li><li>• Assess situations and provide direction (in line with delegated authority) in case of a property or facility issue, or in case of emergency.</li><li>• Collaborate with service delivery teams to ensure clear communication and responsive follow-up as required.</li><li>• Interpret and adhere to current Fair Work legislation and maintain up to date knowledge of Award provisions.</li><li>• Contribute to the development and review of processes as relevant to the After-Hours On Call Service</li><li>• Ensure effective communication with other Rostering Officers working on rotational schedule to ensure consistency of services.</li><li>• Collaborate with peers and colleagues, across the organisation, to achieve organisational objectives.</li><li>• Champion organisational values and culture to ensure the affiliated behaviours are demonstrated across the organisation</li></ul>
<b>SKILLS &amp; QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Diploma or Certificate IV in Community/ Aged Care/ Disability with experience in a customer/ client focused role.</li><li>• High level of computer literacy across the full Microsoft Suite</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Ability to self-manage and thrive in an environment where managing logistics and responding to urgent and emergency situations are commonplace.</li><li>• Ability to coach and guide others through their own problem-solving.</li></ul>



- Confidence in making decisions within parameters and solving problems in real-time.
- Ability to build strong relationships to ensure a client centred approach.
- Demonstrated experience in behavioural management and ability to interpret individual support plans and put plans into practice.
- Ability to juggle multiple calls at one time and prioritise calls that are in different phases of resolution.
- Ability to navigate data bases for rostering, customer details and record keeping.

