

## Position information

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| <b>Position Title:</b> | Rostering Support Officer         |
| <b>Classification:</b> | Band 3                            |
| <b>Reports to:</b>     | Rostering Officer                 |
| <b>Division:</b>       | Community and Customer Experience |
| <b>Department:</b>     | Community Care                    |

## Our strategic context

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### Council Plan Vision Achievement

We partner with our community to protect and care for the community of life in Bayside making an inclusive, active, healthy, connected and creative experience for all.

### How we work together

Our values and behaviours underpin all the work we do and are the foundation for the development of One Bayside.

We hold ourselves and each other accountable to our shared values and behaviours of **Respect Each Other, Own It, Work Together** and **Find Better Ways**.

## Position Purpose

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The key purpose of the Rostering Support Officer role is to assist Rostering Officers who have responsibility to:

- Prepare and maintain a permanent roster for individual care workers, update their rosters to reflect changes and respond to new service requests.
- Provide an excellent customer experience through phone and face to face contact with care workers, clients, families, agencies and internal staff.
- Input accurate and timely data and information into Council's client management system.

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## Position – Key Functions, Accountabilities & Outcomes

| Key Functions                                                                                                                                                                    | Accountabilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Outcomes                                                                                                                                                                                                 |
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| Assist Rostering Officers to prepare timely and accurate rosters for clients and care workers.                                                                                   | <ul style="list-style-type: none"> <li>Pro-actively communicate roster schedules and changes to clients and care managers.</li> <li>Assist the coverage of planned and unplanned care worker leave, and replacement of late client cancellations.</li> <li>Communicate with care workers to provide routine day to day rostering changes and support.</li> <li>Seek guidance from a Rostering Officer regarding any care worker concerns and/or escalate to a Team Leader/Care Manager as required.</li> </ul> | <p>Care worker rosters accurately reflect service requests.</p> <p>Care worker feedback indicates a high level of satisfaction with office communication.</p> <p>Non-routine requests are escalated.</p> |
| Assist Rostering Officer/s to provide an excellent customer experience through phone and face to face contact with care workers, clients, families, agencies, and internal staff | <ul style="list-style-type: none"> <li>Client needs and preferences are considered in rostering shifts.</li> <li>Shifts are input into care worker rosters after client confirmation is received.</li> <li>Routine telephone calls are provided in a timely and professional manner.</li> </ul>                                                                                                                                                                                                                | <p>Clients are aware of rostered bookings, prior to actual service provision.</p> <p>Client feedback indicates a high level of satisfaction with office communication and rostering tasks.</p>           |
| Maintain accurate and timely information and ensure the security of all confidential client and service information.                                                             | <ul style="list-style-type: none"> <li>Service notes and information are accurately entered into the client management system in a timely way.</li> <li>Client and care worker confidentiality are respected.</li> <li>Information is restricted and shared on a “needs to know” basis.</li> </ul>                                                                                                                                                                                                             | <p>Client information is managed in consideration of Privacy and Health Record Acts.</p>                                                                                                                 |
| Actively participate as a member of the Community Care team, incorporating a culture of continuous improvement.                                                                  | <ul style="list-style-type: none"> <li>Suggestions and system improvement opportunities are raised during team meetings.</li> <li>Council’s values and behaviours are adhered to in all dealings with others.</li> <li>Backfill Community Care Rostering Officers for periods of planned and unplanned leave, as required.</li> </ul>                                                                                                                                                                          | <p>Team member feedback indicates strong teamwork is evident.</p> <p>Client and stakeholder expectations are met and/or exceeded.</p>                                                                    |

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## Position - Organisational Relationships

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**Key Internal Contacts:** Community Care staff, Finance, Customer Service.

**Key External Contacts:** Clients and carers/families, other service providers.

## Position - Delegations

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**Financial Delegations:** Not applicable

**People and Position Delegations:** Not applicable

## Position – Skills and Competencies

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| Accountability and Extent of Authority | <p>Under the direction of the Rostering Officer and within the policies and procedures of Council, the Rostering Support Officer is responsible for:</p> <ul style="list-style-type: none"><li>• Assisting the preparation and maintenance of care worker rosters.</li><li>• Provision of timely and accurate information in response to routine telephone calls and rostering duties.</li><li>• Contacting clients and care managers to advise them of rostering changes.</li><li>• Supporting the re-rostering of clients when care workers are on planned and unplanned leave.</li><li>• Supporting the re-rostering of care workers when clients cancel rostered services including late cancellations as required.</li><li>• The effect of decisions and actions is limited to day to day rostering of services and responding to routine queries.</li></ul> |
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| Judgement and Decision Making          | <p>Judgement is exercised within the framework of Council policies, procedures and well defined practice.</p> <ul style="list-style-type: none"><li>• Respond to routine rostering enquiries seeking direction from the Rostering Officer where necessary.</li><li>• Demonstrate an understanding of Aged and Disability Services procedures and respond to routine enquires as appropriate.</li><li>• Guidance and advice are always available.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                        |

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| Interpersonal Skills            | <ul style="list-style-type: none"> <li>• Excellent administrative and data entry skills.</li> <li>• A strong customer service orientation in all contact with others with the ability to communicate effectively with frail older people, people with disabilities and their families and to resolve minor problems.</li> <li>• Ability to operate as part of a high performing team.</li> </ul> |
| Qualifications and Experience   | <ul style="list-style-type: none"> <li>• Knowledge of aged and disability rostering software programs would be well regarded.</li> <li>• Experience and demonstrated ability in administrative processes and customer interaction activities.</li> </ul>                                                                                                                                         |
| Specialist Skills and Knowledge | <ul style="list-style-type: none"> <li>• Understanding of the needs of older people, people with disabilities and their carers.</li> <li>• Ability to operate in a fast paced environment.</li> <li>• Excellent organisational skills with strong attention to detail.</li> <li>• Demonstrated ability to effectively respond to routine enquiries.</li> </ul>                                   |
| Management Skills               | <ul style="list-style-type: none"> <li>• Demonstrated skills in managing time and planning and organising one's own work to meet the requirements of the role.</li> <li>• The ability to work as part of a team, and a strong commitment to maintaining a high standard customer service culture.</li> <li>• Ability to backfill the Rostering Officer role.</li> </ul>                          |

## What we are all responsible for



### Values and Behaviours

- Embrace and live the shared values of Bayside City Council: ***Respect Each Other, Own It, Work Together, Find Better Ways.***
- Reflect these values in how we do business and how we treat each other, our customers and our community members.
- Work in a manner that reflects the agreed Team Behaviours.



### Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

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- Adhering to Council policies and procedures, and the law.
- Dealing with Council Property.
- Corporate Obligations.
- Personal Conduct.



## **Customer Service**

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

- Easy to deal with.
- Empathetic.
- Effective.
- Trusted.



## **Diversity, Equity and Inclusion**

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

- Inclusivity becomes a conscious standard practice.
- We have a safe workplace where people are respected, heard and valued.
- We have a thriving high-performance culture.
- We are able to achieve our strategic goals.



## **Safeguarding Children and Young People**

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

- Promoting the safety and wellbeing of children and young people to whom we provide services.
- Ensuring that our interactions with children and young people are consistent with the Safeguarding Children and Young People Policy and Safeguarding Children and Young People Code of Conduct.
- Speaking up and reporting any suspicions, concerns, allegations, or disclosures of alleged abuse, by staff and those with whom we interact.
- Following policies and procedures for safeguarding children and young people.
- Maintaining a valid Working with Children Check.



## **Workplace Health, Safety and Wellbeing**

- Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.

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- Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.



## **Sustainability**

- Demonstrate individual responsibility and commitment to sustainability by complying with Council's internal policies and guidelines.
- Participate in staff initiatives and change campaigns to reduce impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.

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