

POSITION DESCRIPTION

Position Specifications

Position Title:	Client Rostering Officer
Division:	Homecare+ South East
Position Type:	Permanent
Reporting to:	Operations Manager

Role Purpose

The Client Rostering Officer (CRO) is responsible for ensuring: all client shifts are appropriately covered, maintaining client roster accuracy, processing of information in relation to shift coverage, the management of all incoming phone calls to the HomeCare+ office and providing administrative assistance to the HomeCare+ function.

Key Performance Areas

Service Provision

- Ensure that all clients' shifts are covered by an appropriately trained Support Worker
- Accurate maintenance of client and worker rosters
- Communicate with all client stakeholders in a prompt and polite manner by phone and face to face
- Appropriately triage and direct incoming phone calls.

Employee Relations

- Interact with all workers in a courteous and respectful manner
- Build effective and trusted relationships with our workers, peers, leaders and all other key stakeholders
- Work as part of a team and assist co-workers when required
- Follow all reasonable directions or instructions made by your supervisor or manager

Organisational Sustainability

- Contribute to client safeguarding and service excellence
- Ensure compliance with all organisational policies and procedures
- Lead in a way that reflects our core values and culture statement
- Ensure client satisfaction with service provision.
- Maintain strict confidentiality of all sensitive information pertaining to PQSA/HomeCare+

Work, Health and Safety (WHS)

- Work safely within your environment by adhering to WHS policies, procedures and guidelines
- Promote a strong safety culture by promptly reporting any WHS concerns, incidents or hazards
- Contribute to a positive work health and well-being culture by being a supportive, constructive and inclusive team member.

Knowledge, Skills & Experience

Essential

- Current knowledge of the Disability Sector
- Advance experience in the use of the Microsoft Suite
- Current knowledge of Work, Health and Safety legislation and regulation
- Demonstrated experience in the delivery of excellent customer service
- Highly developed interpersonal skills, with the proven ability to build effective relationships and communicate with a diverse range of people
- Proven ability to manage and prioritise workloads
- Ability to work and function at times of high stress.

Desirable

- Qualifications in Business Administration or Disability are desirable
- Knowledge of the NDIS.

Special Conditions

- Current South Australian full drivers' licence is essential
- DHS Working with Children Check and NDIS Worker Screening Check and any relevant Screenings as stipulated by DHS/NDIS with at least six (6) months' validity
- Participation in the after-hours roster for HomeCare+
- Intrastate travel and work outside of normal business hours as required.

Our Values

We strive to conduct ourselves, in everything we do, according to our set of five key values.

- **Excellence** - We always achieve the highest quality and consistently go above and beyond
- **Innovation** - We are brave and creative. It's OK to challenge the status quo. We lead by standing out
- **Responsiveness** - We get positive outcomes by anticipating, acknowledging, informing, and acting
- **Equality** - We treat everyone fairly and with dignity and respect
- **Ethical Behaviour** - We are honest, fair, diligent, and trustworthy. We live our values.

Our Culture Statement

Our culture and what we stand for is everyone's responsibility

<p>We Deliver:</p> <ul style="list-style-type: none"> • by taking personal accountability for our performance • with a can-do attitude • by going the extra mile • a standard of excellence with enthusiasm, pride, and integrity. <p><i>We won't shirk our responsibilities or blame others</i></p>	<p>We Grow:</p> <ul style="list-style-type: none"> • by accepting challenges and being focused on solutions • by calling out inappropriate behaviour • through creativity and innovation • with collaboration and the sharing of ideas. <p><i>We won't walk past bad behaviour</i></p>
<p>We Inspire:</p> <ul style="list-style-type: none"> • trust in each other to achieve high performance • by celebrating and recognising achievements • by fostering a workplace where everyone pitches in • by encouraging everyone to have a voice. <p><i>We won't be dismissive, aggressive, or intimidating</i></p>	<p>We Support:</p> <ul style="list-style-type: none"> • by creating a safe and happy environment for everyone • through open, honest and respectful communication • by sharing the load and supporting our teammates • with empathy, inclusivity, and courtesy. <p><i>We won't make people feel unsafe or anxious</i></p>

What we don't stand for is also everyone's responsibility