

POSITION DESCRIPTION

Customer Service Officer - Rostering

Service Requirements



Position Title	Customer Service Officer - Rostering	Employment Instrument	ADSSI Limited (trading as Adssi HomeLiving Australia) Enterprise Agreement 2016
NSW Health ComPacks category	<input type="checkbox"/> Category A: direct physical contact with ComPacks clients in a clinical setting.		<input checked="" type="checkbox"/> Category B: no direct physical contact with ComPacks clients in a clinical setting.
Immunisation required (as per NSW Health Policy)	Workers in a role that has significant and regular direct contact with clients, as an integral part of the role are required to show evidence of immunisation status as per NSW Department of Health Policy. See Schedule A attached.		
	<input type="checkbox"/> Category A: direct physical contact with clients in a service delivery/clinical setting.	<input checked="" type="checkbox"/> Category B: no direct physical contact with clients.	
NDIS risk assessed role	Workers in a 'risk assessed' role must have an NDIS Worker Check (or make an application) before they can start work.		
	<input type="checkbox"/> Yes, this is an NDIS risk assessed role	<input checked="" type="checkbox"/> No, this is not an NDIS risk assessed role	
WWCC	Working With Children Check required? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Australian Nationally Co-ordinated Criminal History	Australian Nationally Co-ordinated Criminal History required? <input checked="" type="checkbox"/> Yes NB: New employees and volunteers must provide an Australian Nationally Co-ordinated Criminal History that is less than 12 months old.		
BOAS Transport Safety Employee role	Is this a BOAS Transport Safety Employee role? Position descriptions must include safety responsibilities for all persons involved in transport safety work.		
	<input type="checkbox"/> Yes, this a BOAS Transport Safety Employee role	<input checked="" type="checkbox"/> No, this is not this a BOAS Transport Safety Employee role	
Organisational Context	ADSSI Limited, trading as <i>Adssi In-home Support, Maitland Community Care Services and Beresfield Community Care</i> , is a not for profit organisation that provides practical in-home support that promotes choice, lifestyle and independence. Our primary purpose is to make a difference in the lives of people in our community, particularly the frail aged, people living with disabilities and dementia, their carers and others who may be disadvantaged. ADSSI has offices in Tuggerah (AiHS), Maitland (MCCS), Dungog (DDN) and Thornton (BCC). In this document, the company is referred to collectively as ADSSI.		

Organisational Relationships	<p>Position reports to: Team Leader – Customer Service</p> <p>Positions supervised by this position: Nil</p> <p>Key Relationships/Interactions:</p> <p>The position regularly interacts with all staff, volunteers, brokerage providers and clients.</p>
Position Summary	<p>The Customer Service Officer – Rostering is responsible to efficiently and effectively roster internal community support workers, volunteers, drivers and vehicles as required. Role involves use of two clients management systems and is critical to the effective and efficient delivery of services to clients.</p>
Qualifications and Experience	<ul style="list-style-type: none"> • Previous experience working with older people and people with a disability and/or knowledge of Consumer Directed Care, NDIS and Home Care Guidelines • Certificate IV level qualifications in business administration or a related discipline and/or equivalent experience and competencies • Demonstrated organisational skills and experience working in a demanding customer service environment • Experience working with electronic roosting systems • Fast and accurate data entry skills
Mandatory Training	<p>Completion of the online training listed below, and production of completion certificates is required prior to starting work:</p> <ul style="list-style-type: none"> • What is Dementia? from Alzheimer’s Australia. 1 hour. Note: if asked when registering, select the default “NA-Not Applicable” option under “Organisation”. Go to https://dementialearning.org.au/online-learning/online-courses/ • LGBTI Training for the Aged Care Sector available via ACON • NDS Disability Induction Program Module 1 https://www.ndiscommission.gov.au/workers/training-course • Infection Control: COVID - https://www.covid-19training.gov.au/ + ADSSI Infection Control Cards Handwashing https://www.hha.org.au/online-learning/complete-a-module
Personal Qualities	<ul style="list-style-type: none"> • Solution-focused style and approach • Strong work ethic, integrity and stakeholder focus • Commitment to innovation and continuous improvement • Ability to foster client engagement • Strong commitment to enabling real client choice • Ability to manage client expectations around choice • Outstanding interpersonal, verbal and written communication skills • Commitment to professional development and continuous improvement • Commitment to assisting clients to set and achieve personalised goals

Credentials	<ul style="list-style-type: none"> • Current NSW driver's licence and safe driving record
Required Competencies	<ul style="list-style-type: none"> • Sound understanding and practical application of contemporary customer service and rostering practices • Be comfortable working with smart phone applications • Ability to contribute to a high-performance team environment that fosters innovation, creativity and individual empowerment • Strong attention to detail and high-level administrative skills • Ability to roster efficiently to maximise the use of available resources
Key Responsibility Areas	
Vision, Purpose and Values	<ul style="list-style-type: none"> • Actively develop and promote the desired organisational culture by ensuring all interactions, documentation and communications align with and support the organisation's vision, purpose and values
Planning, reporting and administration	<ul style="list-style-type: none"> • Plan and prioritise own day to day work in line with departmental needs • Ensure rosters are developed for each pay period and disseminated to relevant workers and volunteers within agreed timeframes • Under the guidance of the Team Leader – Customer Service, create, gain authorisation and lodge electronic and other reports in accordance with reporting specifications (including but not limited to, DSS) • Contribute to the cyclic review of operational documentation • Report monthly to the Team Leader – Customer Service • General reception and administration support as required • Undertake learning of Meals on Wheels coordination as a backup for staff leave
Service quality – rostering	<ul style="list-style-type: none"> • Set up new client services and make changes to existing client services as required • Roster community support workers, volunteers, drivers and vehicles in accordance with care plans/work orders, employment contracts and other requirements • Arrange replacement staff/volunteers to cover planned and unplanned absences and advise clients • Manage shift changes, absenteeism and noncompliance with the roster in consultation with the rostering team • Refer any requests outside rostering changes to the relevant team leader • Work within the parameters of rostering procedures and manuals • Maintain all records relating to staff rosters • Undertake additional rostering tasks delegated from the Team Leader – Customer Service • Schedule, dispatch and verification for transports (bus and car) and rostering drivers and bus assistants as required

<p>Customer service</p>	<ul style="list-style-type: none"> • Actively promote a culture that values a high level of customer service to clients and co-workers. You will seek ways to improve internal customer relations and contribute to a healthy and productive work environment. You will take steps to improve internal relations by showing by example that you think of co-workers in the same manner as external customers by providing the same high level of service. You will set an example by showing appreciation for your co-worker's efforts and encouraging their feedback. • When thinking of customer service, we often consider the people outside of MCCS who pay for the services they receive, the "client". MCCS has both internal and external customers. Internal customer service is the service we provide to our co-workers, as well as our suppliers and anyone else with whom we work to get our jobs done. Good relationships with and excellent customer service to internal customers (our co-workers) is rewarded by a positive customer experience for our clients (the external customers).
<p>Compliance and continuous quality improvement</p>	<ul style="list-style-type: none"> • Collaborate in the setting of KPIs for the position • Ensure that Continuous Quality Improvement (CQI) activities such as spot checks are undertaken to reduce waste, increase efficiency, and increase internal (employees) and external (client) satisfaction • CQI activities reported to the line manager • Foster a working environment that values best practice and continuous quality improvement • Ensure quality performance in all service delivery using quality audit procedures such as spot checks, file reviews and client feedback • Be first line of response for client enquiries, complaints, compliments and feedback. Escalate if required to line manager and relevant department to ensure timely resolution and contribution to continuous quality improvement • Contribute to the review, analysis and improvement of the department • Ensure the secure storage of records to protect client confidentiality
<p>Work Health Safety and the Environment (WHS&E)</p>	<p>While at work you will actively promote a culture that values a safe and healthy workplace and take all practicable steps to;</p> <ul style="list-style-type: none"> • Comply with the Work Health and Safety Act and Codes of Practice • Ensure your safety and the safety of others • Ensure your actions or inactions do not cause harm to any other person • Ensure that you are familiar with and comply with all health and safety policies and procedures • Report to management as soon as practicable, any accidents, incidents or hazards arising during your employment • Report to management as soon as possible any of your concerns relating to health and safety • Participate in the ADSSI rehabilitation program

Diversity and inclusion	<p>ADSSI values our inclusive culture. Our diverse workforce reflects contemporary, multicultural Australia. This diversity is celebrated and promoted as a strength. While at work you will actively;</p> <ul style="list-style-type: none"> • Support ADSSI's workplace equality initiatives • Create and maintain a working environment that is inclusive of people regardless of sexual orientation, gender identity, gender expression, intersex status, race, religion, cultural background, disability or impairment • Be aware of, question, and analyse conscious and unconscious bias in self and others • Ensure an inclusive employee experience, where all staff are invited to belong, are valued and can reach their full potential
Organisational culture	<p>We underpin the ADSSI culture on the following:</p> <p>Vision: To support every client to live their best life</p> <p>Purpose: Here to help</p> <p>Values: Professional, Respectful, Integrity, Client First, Excellence.</p> <p>Environmental commitment:</p> <p>ADSSI is committed to developing and implementing practices for controlling our impact on the environment, conserving and enhancing our use of resources and managing waste.</p> <p>It is the expectation that all staff and volunteers uphold these values and are committed to the organisation's vision, purpose and environmental commitment.</p>

Signatures

Employee Name	Date
Employee Signature	

Line Manager Name	Date
Line Manager Signature	

KEY PERFORMANCE INDICATORS

Performance levels defined

Exceeded (E)	Performance exceeds expected outcomes
Met (M)	Performance against objective is in line expected outcomes
Partially Met (PM)	Performance against objectives partially meets expected outcomes.
Not Met (NM)	Performance against objectives is well below expected outcomes and requires immediate intervention to correct gaps in individual performance

Core Topic	Key Objective	Performance indicators Specific, Measurable, Attainable, Relevant, Timely	Performance Level				Line Manager's Comments
			NM	PM	M	E	
WH&S	1. Ensure a safe and healthy workplace	<ul style="list-style-type: none"> Implementation of 100% of incident investigation recommendations within the specified time frame 					
		<ul style="list-style-type: none"> 100% of hazards rectified within the specified time frame 					
		<ul style="list-style-type: none"> Reporting of 100% of accidents to line manager within 1 business day of the event 					
		<ul style="list-style-type: none"> 100% of hazards are reported to line manager within 5 working days for a minor hazard; or 48 hours for a serious hazard 					

Core Topic	Key Objective	Performance Indicators	Scale				Line Manager's Comments
			Rare	S	W	Daily	
Rare = Rarely. S = Sometimes. W = Weekly. Daily = Daily.							
ORANGES	1. Optimism	<ul style="list-style-type: none"> I view challenging situations as an opportunity to grow and learn 					
		<ul style="list-style-type: none"> I am often looking for experiences that challenge how I think about myself and the world 					
		<ul style="list-style-type: none"> I seek out situations where it is likely that I will have to think in depth about something 					
		<ul style="list-style-type: none"> I find it fascinating to learn new information 					
	2. Resilience	<ul style="list-style-type: none"> Since the last support meeting, I have shown caring, understanding, and kindness toward myself 					
		<ul style="list-style-type: none"> I take steps, such as regular meditation and reflection, to help me adapt well in the face of adversity, trauma, tragedy, threats or significant sources of stress 					
	3. Attitude	<ul style="list-style-type: none"> Today, I felt authentic and genuine in my interactions with others 					
		<ul style="list-style-type: none"> I believe that positive change is possible 					
	4. Now	<ul style="list-style-type: none"> I am being kind and understanding to myself 					
		<ul style="list-style-type: none"> I do my best to focus on the here and now 					
		<ul style="list-style-type: none"> I practice my mindfulness technique daily 					
	5. Gratitude	<ul style="list-style-type: none"> I practice the daily habit of being grateful for all the good in my life 					
		<ul style="list-style-type: none"> I like to have a deeper appreciation for someone 					

		(or something,) which produces longer lasting positivity in me					
		<ul style="list-style-type: none"> I recognise the goodness in my life, and thank those who have made sacrifices for me. 					
	6. Energy	<ul style="list-style-type: none"> I can respond to my emotions intelligently, rather than react to them habitually 					
		<ul style="list-style-type: none"> I practice a healthy sleep routine regularly 					
	7. Strengths	<ul style="list-style-type: none"> I acknowledge shortcomings and failure as experiences shared by everyone 					
		<ul style="list-style-type: none"> I strive to use my strengths regularly, as I know I'm my best self when I use my strengths 					
		<ul style="list-style-type: none"> I use my identified strengths every day to be more productive through nurturing a sense of purpose and of being valued 					

Core Topic	Key Objective	Performance Indicators Specific, Measurable, Attainable, Relevant, Timely	Performance Level				Line Manager's Comments
			NM	PM	M	E	
Quality	1. Perform work to the required standard	<ul style="list-style-type: none"> Improve efficiencies by reviewing own KPIs annually 					
		<ul style="list-style-type: none"> Utilise opportunities for continuous quality improvement daily 					
		<ul style="list-style-type: none"> 100% compliance with policy, procedure and other document revisions as per lonmy schedule 					
		<ul style="list-style-type: none"> 100% compliance with the Code of Conduct and Ethics always 					
		<ul style="list-style-type: none"> External and internal client feedback indicates that the Net Promoter Score remains positive or is rising 					
	2. Raise issues and concerns with line manager	<ul style="list-style-type: none"> Issues raised promptly, so that line manager is aware of any concerns or issues that prevent achievement of KPI's 					

Core Topic	Key Objective	Performance Indicators Specific, Measurable, Attainable, Relevant, Timely	Performance Level				Line Manager's Comments
			NM	PM	M	E	
Operations	1. Proactively contribute to productivity	<ul style="list-style-type: none"> Raise issues and observations relevant to the team or the successful running of the organisation in a productive way 					
	2. Provide a quality and responsive rostering service to internal and external customers	<ul style="list-style-type: none"> Ensure services are rostered and clients advised of service details the day prior to service Brokered hours are kept under 5% of hours rostered monthly 					

	<ul style="list-style-type: none"> Output reporting 	<ul style="list-style-type: none"> Review, monitor and report outputs monthly Submit outputs when required 					
	<ul style="list-style-type: none"> Ensure procedures relevant to the role are kept up to date 	<ul style="list-style-type: none"> Review procedures annually to ensure relevance 					

The achievement of the Key Objectives and Performance Indicators within this plan will form part of the performance management of the individual and will be reviewed in the specified timeframe.			
Line Manager's Signature	Date	Employee signature	Date