

POSITION TITLE:	WORKFORCE PLANNING – SHIFT FILL OFFICER
REPORTS TO:	TEAM LEADER – WORKFORCE PLANNING PERSONAL SUPPORT PLUS
LEVEL:	SACS 4
REVIEWED BY:	MANAGER – WORKFORCE PLANNING
DATE REVIEWED:	OCTOBER 2009

Purpose and Vision:

Our purpose is to enhance the lives of people with a spinal cord injury.

Our vision is that people with a spinal cord injury are able to live in an equitable, inclusive, integrated community, independently able to access every aspect of and contribute to the fabric of their region.

Purpose of the Role ...

This role is responsible for transactional services that support delivery of client service within Personal Support Plus. Utilising human resources and systems, you will maintain service delivery through transactional activity including creation of temporary rosters and the filling of vacant shifts by Personal Support Workers. The role communicates directly with the Personal Support Worker, external agencies and the Client in the delivery of these transactional services.

Success Factors for this Role ...

- To engage with clients and team members inclusive of office and field staff in a positive and professional manner in order to deliver a quality service.
- Implement the filling of temporary vacancies including the use of external agencies, taking into account the client's needs and effective utilisation of your personal support workforce in the most cost effective way.
- To work within the procedures, processes and systems relevant to the role within the quality system.

Key Performance Indicators for the Role....

- Evidence of positive engagement with clients and team members through surveys and reviews.
- 100% shifts filled and meeting all client contractual obligations. Evidence of maintaining professional standards during peak periods of shift filling.
- Evidence of adherence to policy and procedures relevant to the role through auditing and review of procedures. Ability to offer recommendations for process improvements to show efficiencies in procedure.

You will bring to the role ...

Must have (skills, knowledge, behaviour & experience)	Great to have
<ul style="list-style-type: none"> • Aptitude for database management and reporting. • Demonstrated service delivery principles. • Customer service focus. • Strong communication skills and can demonstrate previous experience of negotiation, mediation and resolution of conflict. • Strong commitment to processes. 	<ul style="list-style-type: none"> • Previous experience in workforce planning and or rostering. • Previous experience in the disability sector. • Previous experience working in a quality framework.

What you will do in the Role ...

<p>Transactional Service Delivery – Rostering and filling of vacant shifts</p> <ul style="list-style-type: none"> • Maintenance and timely issue of rosters that reflect current allocation of shifts and Personal Care Assistants per individual client. • Timely management of communication impacting rosters including advice of annual / sick leave, resignation, and change to client service times. • Allocation of Personal Care Assistant/s to fill roster vacancy (temporary), cognisant of client service requirements, and effective management of the Personal Support Worker workforce. • Effective use and management of systems, ensuring integrity of data, visibility of transactional service delivery, and timely communication to relevant stakeholders. • Timely and comprehensive communicate to all relevant stakeholders (Personal Support Worker, Client, CSO, peers, external agencies) regarding change to roster arrangements. • Collaborate and negotiate with the client and Personal Support Workers to deliver solutions in the filling of vacant shift and in the appropriate allocation of the Personal Support Worker workforce. • Monitor and process time and attendance of Personal Support Worker workforce; where regular exceptions occur escalate to the appropriate CSO for management. • Allocate and supervise the members of the relief pool team; identify where further training and competency is required to support relief team activity. • In the use of agency ensure preferred supplier arrangements are utilised and commitments to service delivery are kept.
<p>Professional Performance and Development</p> <ul style="list-style-type: none"> • Works collaboratively with clients, personal care assistants and other colleagues to accomplish team and organisational goals. • Participates in professional development opportunities, particularly those relevant to areas

of specialisation / task.

- Actively contributes to the achievement of the organisation's mission, values and goals.

Workplace Health & Safety

- Stop any unsafe work practice(s) that will put yourself or others at risk.
- Report hazards and/or incidents in accordance with Spinal Injuries Association Policies and Procedures.

Quality Management System

- Proactive in identifying improvements to process and systems to improve client service delivery.
- Follow and adhere to all Spinal Injuries Association Policy and Procedures.
- Participating and contributing to the compliance of the organisation in accordance to ISO 9001:2008 and the DSQ Quality Standards.

Other Responsibilities

- As directed by Management.

This role can approve and make decisions on...

- Approve exceptions to time and attendance reporting.
- Book external agencies for service delivery.
- Raise QIR's for non compliance detected in accordance with the Spinal Injuries Association Continual Improvement Procedure.
- Stop any unsafe work practice(s) that will put yourself or others at risk.

Agreed by Employee	Date
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Key Selection Criteria	
Weighting	
4	Previous experience or aptitude for database management and reporting.
5	Strong communication skills and can demonstrate previous experience of negotiation, mediation and resolution of conflict.
2	Previous rostering experience.
4	Demonstrated ability to work within policies and procedures.
4	Demonstrated experience in delivering customer service.
5	Good time management and organisational skills; able to work to tight deadlines and multi-task.
4	Proven ability for accuracy and attention to detail.

KEY SELECTION CRITERIA WEIGHTING SCALE

Scale	Definition
5	Extremely important competency. Applicant must be able to demonstrate in-depth experience, skills/behaviours or knowledge to meet this criterion.
4	Very important competency. Applicant must be able to demonstrate specific experience, skills/behaviours or knowledge to meet this criterion.
3	Important competency. Applicant must be able to demonstrate general experience, skills/behaviours or knowledge to meet this criterion.
2	Desired competency Applicant must be able to demonstrate some experience, skills/behaviours or knowledge to meet this criterion.
1	Acquiring competency. Applicant must show willingness to acquire general experience, skills/behaviours or knowledge to meet this criterion.