



Position Description

Private and Confidential

**Rostering and Programs Planner,
Aged and Community Services**

The Organisation

LiveBetter is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of aged, disability, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers seeking to ensure that customer needs and preferences are met. As well as service delivery LiveBetter assists customers with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill] and Translinc [Central West NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter employs approximately 1500 staff operating in offices, homes, preschool, respite centres and community hubs across regional and rural Queensland and NSW. Working alongside our staff are more than 250 volunteers who provide extra support and services to our customers and communities. Our annual revenue is now more than \$90 million with strong growth forecast.

LiveBetter is positioned as one of the largest regionally-based providers of community services in Australia. Although we are a large organisation, we remain focused on ensuring programs and services are provided by local staff and tailored to the individual needs of local people and communities.

Our Purpose: Enabling the people in regional rural and remote Australia to live their best lives.

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

Position title:	Rostering and Programs Planner
Location:	Rockhampton
Job Type:	Permanent Full Time
Reports to:	Team Leader, Aged and Community Services
Direct reports:	Nil

Service Description

The Aged and Regional Community Services (ARCS) team provide specialist consumer directed, multi-disciplinary aged, health, respite, case management and social supports to communities throughout regional and remote NSW and QLD. A team of dedicated staff provide services that are predominately community based and aim to support our customers to remain independent, support social inclusion and maintain a healthy home environment. Our fully trained and qualified team delivers services to a range of customers within the community including the frail aged, people transitioning from hospital and those living with a disability. ARCS services are delivered within a re-enablement and recovery framework, supporting customer choice and control, independence and promotes holistic care and support.

The Aged & Regional Community Services team form part of LiveBetter Community Services Department which is overseen by the General Manager of Community Services. LiveBetter Community Services also encompasses LiveBetter's Child & Family Services, Transport, Home Modifications and Building, Primary and Allied Health and Mental Health services.

Key Position Responsibilities

The Rostering and Programs Planner ensures that the Aged and Community Services rosters are developed and maintained in an accurate and timely manner in line with Award and program requirements. The roster needs to accurately reflect client needs as well as staff contracted hours.

Key accountabilities of the Rostering and Programs Planner include:

- Developing and maintaining staff rosters across Aged and Community Services.
- Updating rosters in response to client requests and staff availability.
- Working with coordinators to check fortnightly payroll reports for accuracy whilst ensuring no impacts on overtime budget.
- Ensuring the roster meets all Award and program requirements.
- Participating in an on-call roster.
- Providing accurate reporting as required.
- Providing general administrative support as needed.

The Person

Essential

- Qualifications in Administration and/or significant high-level experience in a similar role.
- Demonstrated high level experience in the use of electronic client/customer information systems, including ability to effectively use Microsoft Office software.
- Demonstrated ability to understand, interpret and apply Award & Legislative requirements.

- Outstanding verbal and written communication skills.
- Strong negotiation, advocacy and networking skills.
- Sound ability to manage and prioritise workload in a constantly changing high volume environment.
- Current Australian Driver's Licence.

Desirable

Understanding of the issues facing frail aged and vulnerable persons in the community.

Other requirements

1. Pass a National Criminal History Check, a pre-employment medical assessment (including drug and alcohol screening) and obtain a QLD Blue Card.
2. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
3. Ability to be flexible with work hours to meet reasonable demands of the position.

Risk

All staff must be aware of operational and business risks.

They should:

- provide input into various risk management activities,
- assist in identifying risks and controls,
- report all emerging risks, issues and incidents to their manager or appropriate officer.

Remuneration

This position is remunerated under the *Social, Community, Home Care and Disability Services Industry Award 2010* dependant of qualifications and experience.

Salary packaging opportunities are available

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			