



Position Description

Position Title: Service Level Planner

Employment Type: Casual

Location: Flexible, Hybrid work arrangements

Industrial Award: Social, Community, Homecare and Disability Services Industry Award (SCHADS) 2010.

SCHADS AWARD 2.1

Position reports to: House Manager / Roster Manager

Position Overview:

The Service Level Planner will be responsible for managing a 24/7 roster to ensure seamless participant care, transport, housing, garden and maintenance services. This role requires a highly organised individual with excellent communication and problem-solving skills, capable of balancing the diverse needs of a dynamic environment.

Key Responsibilities:

- **Roster Management:**
 - Develop and maintain 24/7 rosters for patient care, transport, housing, and maintenance services.
 - Ensure adequate staffing levels are maintained to meet service demands.
 - Monitor and adjust rosters to accommodate changes in staffing availability and service needs.
- **Coordination:**
 - Coordinate with various departments to ensure efficient and timely delivery of services.
 - Communicate effectively with staff and management regarding roster changes, service requirements, and other relevant information.

- **Compliance and Standards:**
 - Ensure compliance with relevant laws, regulations, and organisational policies.
 - Maintain high standards of service delivery and participant care.
- **Data Management:**
 - Maintain accurate records of staff schedules, attendance, service delivery and compliance.
 - Generate reports and analyse data to optimize rostering and service delivery.
- **Problem Solving:**
 - Address and resolve any issues related to staffing, scheduling, or service delivery in a timely manner.
 - Implement contingency plans to handle emergencies and unforeseen circumstances.

Qualifications and Experience:

- **Essential:**
 - Previous experience in roster management or a similar role.
 - Excellent organisational and time-management skills.
 - Strong communication and interpersonal skills.
 - Ability to work under pressure and manage competing priorities.
 - Proficiency in using rostering software and other relevant IT systems.
- **Desirable:**
 - Experience in the healthcare or transport industry.
 - Understanding of relevant Australian laws and regulations.
 - Problem-solving and decision-making skills.



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Personal Attributes:

- Detail-oriented and methodical.
- Adaptable and flexible.
- Proactive and self-motivated.
- Effective in a fast-paced work environment.
- Collaborative team player.

Work Conditions:

- Casual position with variable hours, including weekends and public holidays.
- May require on-call availability to address urgent issues.

Application Process:

Interested candidates are invited to submit their resume and a cover letter outlining their suitability for the role to peopleandculture@destinationaccessible.com.au.