

POSITION DESCRIPTION:

Position title:	On Call Officer
Status:	Casual
Location:	Bendigo
Classification level:	SACS Level 3
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Reporting to:	Direct Support Team Leader
Date Approved:	July 2022

WORKING ENVIRONMENT**Code of Conduct**

All employees must abide by the Organisational Code of Conduct.

Occupational Health and Safety:

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations occupational health and safety policies and procedures.

Performance Review:

A Performance Review will be conducted using the Organisations Performance Management Process.

POSITION SUMMARY

The role is to provide immediate telephone support to participants and Lifely staff outside normal business hours. The On Call Officer will be required to respond to roster inquiries as well as work cancellations that require shifts to be covered.

POSITION OBJECTIVES

1. To provide immediate response, intervention and care to participants and Lifely staff outside normal business hours;
2. To undertake duties in a self-motivated and professional manner;
3. Monitor on call performance and outcomes through the collection and analysis of service data and implement changes to the operation of the program;
4. Ensure the delivery of program services meets participant requirements and is in accordance with the service agreements and program guidelines;

5. To make a positive contribution to the wellbeing and development of participants of Lifely; and
6. To uphold Lifely's mission, values, practices and philosophies.

LEVEL OF RESPONSIBILITY

This position is directly responsible to their immediate supervisor for all aspects of service delivery and organisational management whilst at work. The performance of this position is subject to general direction by the immediate supervisor of the relevant program in which the employee is working. The employee is required to undertake a range of activities requiring the exercising of initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.

At this level, employees will be required to take overall responsibility for the training, coordinating and supervising other employees and scheduling work programmes; and assisting in liaison and co-ordination with other services and programmes whilst assisting in interpretation of matters for which there are no clearly established practices and procedures although this will be undertaken under general guidance of the employee's immediate supervisor.

SUPERVISION

An employee at this level works under general direction, operates within established routines, methods, standards and procedures and is expected to exercise initiative in the application of established work procedures and is responsible for managing time, planning and organising their own work.

KEY TASKS AND DUTIES *(including Key Performance Indicators)*

1. To participate in an after hours roster and answer on call general and emergency requirements
2. To respond to roster inquiries from relevant staff.
3. To contact employees and participants to advise of rostering changes.
4. Escalate concerns to Managers/Executives
5. Attend meeting/handover as required.
6. To ensure confidentiality of participant and Lifely information.
7. Other duties as required by the role.

Key Performance Indicators

Refer to HR004-03 Key Performance Indicators

Job Area/Task	Measurement / Rating
1. People focus	Assist participants and Lifely staff after hours with general and emergency requirements.
2. Professionalism	Uphold the reputation of Lifely over the phone and in the community and abide by its policies and procedures

3. Self-discipline	Undertake training and professional development as required and self-monitor necessary compliance (eg First Aid)
4. Analytical	Demonstrated ability to identify and assess risks when communicating with participants.

QUALIFICATIONS

Essential

- Relevant experience attained through previous appointments

OTHER REQUIREMENTS

- Proof of Eligibility to work in Australia
- Approved NDIS Worker Screening Clearance
- Approved Working with Children Clearance as per state requirements.
- NDIS Worker Orientation Module Certificate
- COVID-19 Vaccination Booster Certificate
- A current Victorian driver's licence

SELECTION CRITERIA

1. High level competency with electronic systems including Client Management System software, Office Suite, and rostering system.
2. High level of interpersonal and organisational skills and the ability to use initiative.
3. Demonstrated experience and capacity to relate positively with children and adults with a disability.
4. Experience facilitating individual client goals within the boundaries of person-centered philosophy.
5. Proven experience maintaining duty of care and professional boundaries.
6. Ability to identify and manage risks and problem solve.
7. Ability to work autonomously (under general supervision only)

SIGNATURES

Signed for and on behalf of the Organisation:

Name: _____ Signature: _____

Position: _____ Date: _____

The Employee:

I acknowledge that my duties and responsibilities are as outlined in this position description. I further acknowledge that my duties may be varied from time to time.

Name: _____ Signature: _____



On Call Officer

Position:

Date:
