

## Position Description

<b>Position title:</b>	<b>Workforce Planner</b>
<b>Location:</b>	<b>Hindmarsh</b>
<b>Reports to:</b>	<b>Rostering Manager</b>
<b>Directly manages:</b>	<b>N/A</b>
<b>Other Key Relationships:</b>	<b>Customers, Community Support Workers, Team Leaders, Service Managers, General Managers, Cara Connect, Recruitment, Training</b>

## Purpose

Responsible for ensuring that Cara's workforce requirements are met. Use data to forecast, identify and resolve potential issues in collaboration with key internal partners. Responsible for workforce planning and implementation.

## Primary Responsibilities

- Lead and collaborate with key stakeholders including, but not limited to: Operations, Recruitment and Training, to ensure that issues impacting optimum resourcing are resolved
- Analyse data, provide reports, and make recommendations to ensure Cara is aware of, and responding to our workforce requirements
- Forecast and identify recruitment needs and communicate these to the Recruitment team
- Identifying opportunities for continuous improvement
- Identifying gaps to match staff with customer needs and working with Training to communicate Training needs to ensure our workforce is trained to support our customers
- Responsible for capturing and maintaining staff availability data and establishing regular staff rosters in line with customer needs
- Responsible for publishing staff rosters in accordance with Rostering Guidelines and Cara Enterprise Agreement and ensuring staff contracted hours are met
- Effectively manage staff redeployment and identify and respond to fluctuations in service demand and other factors impacting workforce capacity e.g., leave
- Maintain planned rosters for allocated services.
- Offering vacant shifts to appropriate Cara staff in accordance with customer needs
- Collaborate with Cara Connect to ensure that service bookings and service rosters are allocated to staff in accordance with business processes.

## General Position Responsibilities

- Follow all reasonable and lawful directions from your manager.
- Maintain a professional approach in the workplace by adhering to Cara's values and goals;
- Maintain and demonstrate a commitment to customer service by supporting Cara's continuous improvement processes and modelling expected behaviour in a customer service focused environment;
- Work collaboratively to innovate and evolve outcomes;
- Genuinely engage in professional development activities as required;
- Maintain customer confidentiality and protect operations by ensuring sensitive information is kept secure;
- Maintain a culturally aware and sensitive profile with Cara's customer base by adhering to Cara's values and contributing to staff development, knowledge and understanding of cultural diversity;
- Engages self and others in the Performance Development Plan process;
- Maintain a healthy and safe workplace by:
  - taking reasonable care to protect own safety and that of others whilst at work;
  - adhering to WHS policies and procedures;
  - obeying any reasonable instruction from Cara management;
  - using and maintaining equipment provided for health or safety purposes;
  - not being affected by consumption of alcohol or a drug in such a way as to endanger own safety or that of others in the workplace;
  - actively supporting any colleague who may injure themselves at work.
- Maintain Equal Opportunity principles in the workplace by adhering to EO legislation and relevant Human Resource policies.

## Qualifications and Experience

- **Essential**
  - Highly developed understanding of Workforce Management
- **Desirable (but not essential)**
  - Possess tertiary qualifications relevant to the role, including but not limited to: Workforce Management, Business, Analytics
  - Customer Service experience
  - Sound understanding and/or experience in the disability sector
  - Leadership experience
  - Understanding of data driven decision making
  - Understanding of and commitment to person-centred practice and human rights principles

## Essential conditions

- Satisfactory Department for Human Services (DHS) Employment Clearance;
- Satisfactory Department for Human Services (DHS) Working with Children Check;
- Current Driver's Licence;



- Satisfactory Completion of Safe Environments training (can be provided by Cara);
- Some out of ordinary office-hours work;