

Position Title	Workforce Planner
Function	Workforce Planning and Rostering
Location	Head Office, Hindmarsh
Job Code	Level 4
Purpose	Responsible for forecasting and scheduling our Support Workers and other client facing teams across all South Australia, ensuring an outstanding client experience and efficiencies are optimized.
Key Performance Indicators	<ul style="list-style-type: none"> ➤ Efficient and effective deployment of staff to meet client support requirements. ➤ Ensure all activities and delivery of services is accurate, timely and professional. ➤ Workforce data trends are reported each month to effectively manage workforce gaps. ➤ Publish staff rosters in accordance with Rostering Guidelines and Cara Enterprise Agreement and ensure staff contracted hours are met. ➤ Maintain customer confidentiality and protect operations by ensuring sensitive information is kept secure.

Scope of the Position

Reports To	➤ Workforce Planning Team Leader
Direct Reports	➤ Nil
Indirect Reports	➤ Nil
Internal Relationships	<ul style="list-style-type: none"> ➤ Client Services teams including Support Workers, Client Services leadership teams, Cara Connect, Safeguarding and SST ➤ Corporate teams including Human Resources and Finance
External Relationships	<ul style="list-style-type: none"> ➤ Clients ➤ Agency Partners

Key Responsibilities

Workforce Planning	<ul style="list-style-type: none"> ➤ Roster staff at multiple sites and ensure that client support requirements are met effectively and efficiently. ➤ Ensure that appropriate staff resources are allocated based on clients' needs, team availability and skill sets. ➤ Analyze data, provide reports, and make proactive recommendations to ensure Cara is aware of, and responding to our workforce requirements. ➤ Forecast and identify recruitment needs and communicate these to the Regional Client Services Managers and the Recruitment team. ➤ Maintain planned rosters within an allocated set of services. ➤ Effectively manage staff redeployment and identify and respond to fluctuations in service demand and other factors impacting workforce capacity e.g. <i>leave, sick leave, non-attendance</i> ➤ Offer vacant shifts to appropriately trained Cara staff in accordance with client needs. ➤ Drive deployment strategies to ensure sufficient, sustainable and viable management of Cara's workforce. ➤ Collaborate and maintain partnerships with key stakeholders including, but not limited to: Client Services, Cara Connect and Human Resources (Operations and Learning and Development), to ensure that issues impacting optimum resourcing are resolved. ➤ Assist the Emergency Rostering Team when there are high amounts of shifts to be covered within a 7-day period.
Compliance	<ul style="list-style-type: none"> ➤ Proactively assist in formulating outcomes in conjunction with Human Resources, to ensure CARA is compliant with meeting contracted hours for staff. ➤ Collaborate with the Learning & Development team to ensure our workforce is trained to support individual client needs.
General	<ul style="list-style-type: none"> ➤ Develop and maintain inclusive, collaborative, and supportive relationships with fellow coworkers and other related services/people. ➤ Support and participate in team learning and development. ➤ Identify improvement opportunities for enhanced outcomes. ➤ Participate in special projects to continuously improve processes, tools, systems, and organisation. ➤ Take reasonable care to protect their own health, safety and welfare at work and avoid affecting the health and safety of any other person at work. ➤ Ensure that duties are performed in keeping with the principles outlined in Cara's Vision, Values, and the Code of Conduct.
Special Requirements	<ul style="list-style-type: none"> ➤ Current NDIS Worker Screening Check (must be maintained). ➤ Some out of hours work might be required.

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none"> ➤ Tertiary qualifications relevant to the role, including but not limited to: Workforce Management, Business, Analytics.
Experience, Knowledge and Skills	<ul style="list-style-type: none"> ➤ Experience and capabilities with forecasting and demand planning preferably in a disability or home care environment. ➤ Sound understanding of workforce and roster management and dealing with complex rostering services. ➤ Strong client (people-centric) approach with a genuine interest in the wellbeing and inclusion of people with disabilities. ➤ Excellent interpersonal and communication skills to build positive relationships. ➤ Excellent written and verbal communication ➤ Able to self-organise and exhibit initiative to manage workload. ➤ Highly ethical and confidential. ➤ Impeccable attention to detail and a commitment to producing high-quality work. ➤ Strong problem-solving abilities, able to approach challenges with a proactive and resourceful mindset. ➤ Able to maintain a positive and professional demeanour, able to work effectively both independently and as part of a team. ➤ Able to utilise technology as an enabler to support the delivery of services. ➤ Able to continuously learn, grow and contribute. ➤ Able to work as a team member within the ethos and values of Cara.
Licences	<ul style="list-style-type: none"> ➤ Not applicable