

Position Description

Position Title	Service Coordinator		
Location	National	Reports to	Operations Manager
Hours	40 hours per week	Direct reports	Nil
Main Purpose	The Service Coordinator is responsible for ensuring the deployment of Support Workers across the Organisation. The Service Co-ordinator will work within a team environment and will be directed by RDNS specific protocols and work closely with other team members in a flexible and collaborative manner to ensure positive objectives are achieved for clients.		

Key Result Area	Key Accountabilities	Expected Results
Customer Service	<ul style="list-style-type: none"> Receive calls routed from CSR in relation to staff/client rosters. Outbound calls to clients and support workers to ensure any changes to scheduled visits are communicated Maintains high level of customer service under all conditions, determining action in a timely manner (i.e. escalating where appropriate) Establishes positive relationships with with key stakeholders, including clients Support Workers and team members. Supports CSR team in times of peak call volume as requested by TL/OM 	<ul style="list-style-type: none"> Responds to all communication in a timely, courteous, and professional manner Provides relevant and timely feedback to multiple parties such as but not limited too <ul style="list-style-type: none"> - Human Resources - Clinical Team - Team Leader - Operations Manager - General Manager
Roster Management & Analysis	<ul style="list-style-type: none"> Schedule client visits to staff with the appropriate skills in the appropriate areas, minimising staff travel Ensure rosters are complete and available to staff in a timely manner. Ensure your staff have permanent rosters and each staff member is at their guaranteed hours Administer and review rosters against set performance targets and recommend actions and or strategies to improve performance. Demonstrates an understanding of funding streams and the effect on scheduling visits. Monitor Support Worker guaranteed hours and schedule work accordingly 	<ul style="list-style-type: none"> Changes to rosters are made and notified to staff and clients in real time Client appointments are scheduled appropriately and efficiently (e.g. continuity of care where possible; travel time is accurately represented) High level of accuracy demonstrated (i.e. no double bookings) Aims to have the specified region permanently rostered at a 90% threshold Liaises with HR and Support worker coaches if Support Workers cannot adhere to their contracted hours or are under performing, or if SW skills are not aligning with client need
Being part of the Team	<ul style="list-style-type: none"> Support a high performing team through demonstrating open communication, integrity and trust Work to solve problems, share information, provide input and ideas on how the team could be more efficient 	<ul style="list-style-type: none"> Understands own and others positions and roles in achieving team objectives Actively participates in team meetings

	<ul style="list-style-type: none"> • Open to feedback and ideas from others • Exhibits team player behaviour at all times and works to ensure a positive working environment • Liaises with multiple team members to ensure clients' needs are met in line with objectives and timelines set by the operations Manager 	
Cultural Diversity	<ul style="list-style-type: none"> • Ensure that practice reflects a genuine commitment to adhering to the principles of Te Tiriti o Waitangi and addressing inequities of Māori health outcomes • Show a genuine interest and understanding of the diversity of the clients RDNS NZ has contact with and works within a framework to address all inequities within our society 	<ul style="list-style-type: none"> • All clients are treated with respect, regardless of their cultural/diverse background – as evidenced by client feedback and satisfaction surveys
Health & Safety	<ul style="list-style-type: none"> • Comply with all RDNS NZ policies related to Health and Safety in the workplace 	<ul style="list-style-type: none"> • Attend any Health and Safety courses as required by RDNS NZ Ltd • Health and Safety concerns or issues are raised with line management • Physical environment is clean, safe and secure

Competencies and Qualifications

- **Communication:** Ability to communicate effectively with people from diverse social and ethnic backgrounds
- **Team enhancement:** Possesses a team work ethic: demonstrates capacity to work as a team player
- **Service orientation:** Sees both internal and external customers as paramount and works to anticipate customer needs and ensure customer satisfaction
- **Negotiation Skills:** Demonstrates an understanding of problems from the viewpoint of the different parties, and will present their own viewpoint in a diplomatic way in order to gain resolution to problems/issues
- **Decision Making:** Makes sound timely decisions based on the assessment of options, risks and benefits.
- High attention to detail, to problem solve and carrying out task-in-hand thoroughly and accurately
- Strong administrative skills with proven experience in an administrative environment
- Experience with multi-tasking with computer systems while engaging with clients

General Staff Accountabilities

Interpersonal Communication

- Solid written skills with the ability to communicate and engage effectively at all levels
- Communicates information verbally in a clear and confident manner. Adapts language to the audience and checks understanding
- Demonstrates a considerate and thoughtful approach
- Conflict Management/Negotiation
- Understands a problem from the viewpoint of the different parties
- Presents own viewpoint in a diplomatic way
- Explores a range of possibilities for resolving the problem or issue

- Attempts to achieve outcomes that are mutually agreeable to all involved

Customer Service

- Focuses on activities and quality standards that ensure client satisfaction and provision of quality and relevant home-based support services.
- Takes personal responsibility for following through on client issues and identifies and pursues opportunities to improve the service
- Contributes to reports on customer service operational targets

Relationship Development

- Builds and maintains positive relationships with external/internal customers by demonstrating excellent customer service principles
- Acts with integrity
- Takes joint responsibility to achieve team goals and actively contributes to the team dynamic
- Support a high performing team through demonstrating open communication, integrity and trust
- Work to solve problems, share information, provide input and ideas on how the team could be more efficient
- Open to feedback and ideas from others
- Exhibits team player behaviour at all times and works to ensure a positive working environment

Professional Development

- Undertake organisational training (where appropriate)
- Network with appropriate sector groups
- Maintain a current and relevant knowledge of the health sector
- Continually learns and develops and encourages others
- Identifies own challenges and strengths and is proactive in managing them
- Takes responsibility for actions
- Uses time and resources timely and in a financially sustainable manner
- Has a development plan that they are actively working towards

Occupational Health & Safety Requirements

RDNS NZ adheres to all Occupational Health & Safety regulations as an employer. The organisation endeavours to provide a working environment that is safe and without risk to all employees. As an employee, your responsibility is to comply with all RDNS NZ policies related to Occupational Health and Safety in the workplace. Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

Treaty of Waitangi

- Ensure that practices in the service reflects the principles of Te Tiriti o Waitangi
- Ensure that the support provided to clients is culturally appropriate
- Clients in the services have access and support to ensure that their cultural needs are met
- Clients are treated with respect – as evidenced by client feedback and satisfaction surveys

Terms and Conditions

- This position description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the department and/or organisation.
- As per relevant employment agreement
- Current and satisfactory Police Vetting Checks
- Two satisfactory reference checks