

QF121

SDO EMPLOYMENT AGREEMENT

I, *(name)* hereby agree to comply with all employment protocols associated with the role of Service Delivery Officer/Coordinator as defined in this agreement.

I will:

- Organise duties, processes and events through effective communication with Customers/Clients, employees and fellow team members in order to maximise outcomes for the benefit of all stakeholders.
- Never close off a task until all required information is recorded and, where required, communicated comprehensively and in a timely manner
- Comply with the requirements of all relevant policies and procedures, including, but not limited to:
 - assuming assigned duties and responsibilities in accordance with team rosters
 - ensuring progress notes are updated for all CIMS transactions
 - ensuring all unassigned shifts are processed within time constraints
 - ensuring no unassigned shifts for the day, next morning or weekend are left unassigned
 - ensuring all shift assignments are confirmed verbally
 - ensuring all Lifestyle Attendant/Support Worker offence incidents are effectively followed up
 - ensuring accurate and concise form completion and record keeping
 - using the availability list efficiently
 - actioning outages immediately
 - updating all control logs as required
 - retaining an ongoing audit trail to facilitate monthly reporting to management
- Whenever possible, use verbal communication as the preferred method
- Ensure all verbal and written communication is accurate and exhibits correct language
- Ensure effective and timely cooperation and coordination when participating in joint tasks with other functional teams
- Comply with all relevant WHS requirements and team “rules” including, but not limited to:
 - Using a headset for all phone calls
 - Maintaining a clean work environment
 - Fully employing dual screens where provided
 - Maintaining a clean and tidy desk policy
 - Only using social media and making personal calls during official breaks
 - Keeping breaks to the allowable limit and time periods

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- Create/update documentation related to any new or amended process, activity or technique as requested

Non-compliance with the intent of this agreement may result in performance management and/or disciplinary action.

This agreement between *(name)* and Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service commences on *(date)* and is valid for a period of 12 months ceasing on *(date)* .