

Position Description

Regional Rostering Officer

Reports to:	Regional Manager
Directorate/Department:	Client Services
Number of direct reports:	As per Organisational Structure
Employment Type:	Permanent Full-Time
Salary/Award Classification:	Level 3 – Social, Community, Home Care and Disability Services Industry Award 2010
	Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice

Position Purpose

The Regional Rostering Officer will provide flexible and responsive allocation of roster resourcing to meet clients' needs. This role is also responsible for maintaining timely communication with clients, families and support workers about changes to rosters and/or support staff.

Principal Duties

- In collaboration with Team Leaders and Scheduling Officers, create and manage roster templates to ensure clients and support workers have rosters four weeks in advance of service delivery.
- Ensure rosters comply with Award provisions, there is fair distribution of available shifts and provide for the welfare and wellbeing of staff
- Ensure that vacant shifts are filled in a timely manner and in such a way as to ensure minimum disruption to clients and ensure maximum cost effectiveness to the organisation
- Ensure the fair and equitable distribution of shifts, adhering to the restrictions on active hours and the minimum rest periods as detailed in the Award and Enterprise Agreement
- Respond to and appropriately manage employee queries in regards to their leave requests
- Ensure that all planned vacant shifts i.e. resignations/maternity/annual leave have adequate coverage two weeks in advance of vacancy
- Make contact with available support workers to fill unplanned vacant shifts (i.e. sick leave) to ensure continuity of support.

- Review and authorise timesheets daily in preparation for payroll processing. Escalate timesheet anomalies to Team Leaders and/or Regional Manager for approval/follow-up as required
- Make contact with clients to ensure good communication about changes in shifts or support workers as required by the Regional Team
- Ensure shift allocations comply with contract requirements, minimum training/credentialing requirements and client preferences.
- Make sure that support workers are rostered to their capacity, there is fair distribution of shifts and timely communication with support workers
- Escalate inability to cover shifts to Regional Manager in a timely manner
- Undertake time recording systems induction for new workers
- Maintain the currency and validity of resourcing information within databases
- Support overflow of rostering shift requirements from other regions
- Liaise with Scheduling Officers or Scheduling/Payroll Coordinator in response to system, procedural or compliance issues.
- Undertake data collection and reporting regarding regional performance as required
- Participate in the establishment and redesign of procedures and processes to improve the Scheduling/Rostering processes
- Assist colleagues to ensure a continuous service is provided by filling in when/where required
- Collaborate with Team Leaders in identifying gaps/patterns in rostering to inform recruitment to meet client need.

Following transition of scheduling into new process and online platform the following duties will apply:

- Creation of Service Bookings (in NDIS Portal as per Service Agreements) and maintaining in line with quotation amendments and additional service requests
- Management of appointments/shifts which are linked to current Service Agreements

The responsibilities as specified above may be altered in accordance with the changing requirements of the position.

Core Competency/Capability

(NDS CSS 4)

These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework

Sector & organisation purpose & values

- An enhanced working knowledge of a human rights based approach and the individual and community context, and sector and organisation purpose and values. Encourages sector and organisation approach and values in other team members.

Leadership & teamwork

- A skilled team member, acting as a resource for a small work group on a regular basis, providing coaching and feedback. Shares knowledge and information with less experienced team members. Varies own schedule, contacting senior staff only to seek specialised help or notify progress or work.

Communication

- Contacts people on non-routine practical matters and external organisations on routine practical matters. Able to communicate flexibly in an appropriate manner. Supports others to effectively record and report. Able to resolve conflicts. Has a network of relevant contacts. Deals with many issues presenting and, when outside skill set, ensures involvement of more experienced person.

Customer relations

- Works with customers to explore and resolve their practical complex needs, expectations and goals. Uses understanding of relevant service delivery theory and has operational knowledge of supports and services available. Is flexible and suggests alternatives and gathers information to enable effective referral. Undertakes service liaison/communication with customers during complex problem resolution. Understands confidentiality and diversity aspects. Understands and assists with building and maintaining relevant stakeholder relationships.

Personal accountability

- Adheres to organisation policies & procedures and all relevant government legislation and standards. Encourages others. Understands and interprets complicated standards which require variations to procedures. Adopts a professional approach to own accountability and influences others. Supports safe work practices. Recognises responsibility in maintaining own organisation's image and reputation and assists other staff.

Innovation

- Meets responsibilities using a resourceful and creative approach. Seeks opportunities to innovate within the context of the role. Solves problems requiring the practical application of theory. Understands why risk mitigation and continuous improvement are important and can convey this to less experienced staff.

Skills & Experience

To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills

Academic or Professional Qualifications

- Cert III in Business Administration (or similar) or equivalent experience in the workforce
- Experience working in Rostering Services in a large multifaceted organisation (desired)

Skills & Delivered Performance

- Highly developed data input and analytical skills with the ability to manipulate and analyse raw data and present the analysis in an appropriate manner
- Proven ability to manage own work load and prioritise tasks accordingly

- Highly developed software literacy skills across all common MS Office products and preferably in rostering software packages (Time Target)
- Well-developed written and verbal communication skills with the ability to share knowledge and information
- Willingness to engage with other staff to resolve queries in a concise, accurate and timely manner
- Confident to train and support others to operate technologies in accordance with established work instructions
- Well-developed problem solving skills, including root cause analysis
- Ability to work with others and be a participative and supportive team member, who seeks and provides feedback and solutions
- Working knowledge of the provisions of the Fair Work Act and Modern Awards (in particular the Social, Community, Homecare and Disability Services Industry Award)
- Previous experience in the disability sector, including familiarity with SA Government service contracts and agreements
- Affinity with non-profit organisations and respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

Special Requirements (Essential)

- Have and maintain a current Australian Class 1 Drivers Licence for duration of employment
- Obtain and maintain DCSI (Child Related) clearance
- Participate annually in the performance appraisal process to establish performance objectives and KPI's ongoing
- Travel to service regions, sites and locations
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure
- Work across multiple worksites and/or relocate to other worksites (within reason) as required
- Some out of hours work may be required
- Apply WHS legislation and organisational requirements to create and manage a safe work environment

Authority to Act

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

NDIS Code of Conduct

There are 7 minimum standards Community Living Australia and their workers must meet:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide support and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

Accepted and Approved

Employee

Name:

Signature:

Date:

Regional Manager

Name:

Signature:

Date: