

Position Description

Rostering Team Leader

Reports to:	Scheduling/Payroll Coordinator
Directorate/Department:	Business Services / People & Culture
Number of direct reports:	As per Organisational Structure
Employment Type:	Full-Time Permanent
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 Rostering Team Leader plays a critical role in providing leadership and support to a team of Rostering Clerks to ensure Support Workers are utilised efficiently to provide high quality support outcomes for our clients.

Working in a highly collaborative team the role contributes to the fast-paced environment and uses initiative to solve problems and ensure a cohesive team atmosphere.

Principal Duties

- Lead the daily operations of the Central Rostering Clerks
- Engage and support the Rostering Team to ensure rosters reflect the operation needs of the organisation
- Work in line with organisational requirements to foster continuous improvement, including the identification of efficiency enhancements for forecasting, scheduling or capacity planning processes
- Ensure rostering practices and procedures meet the Industrial and Legislative requirements

- Update, create and implement new workflows and processes to ensure synergy between the Rostering Team and operational areas
- Identify and analyse relevant data and trends impacting on the reliability of resources. Recommend and implement tactical solutions to improve performance
- Contribute to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines
- Monitor current roster data and inform Regional Rostering Officers & Regional Managers/Coordinators
- Investigate rostering complaints/situations to influence process development
- Lead, mentor and support team members to champion exception customer service
- Schedule rostering resources to ensure adequate coverage (leave etc)
- Develop and maintain process to ensure cohesive transitions between After Hours and the Rostering Team
- Consult with Regional Rostering Officers regarding process development and implement accordingly
- Backup and undertake daily rostering functions to support the team when required
- Champion organisational values and culture to ensure the affiliated behaviours are demonstrated across the organisation
- Apply WHS legislation and create and manage a safe work environment
- Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives

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 a resource on a regular basis, providing coaching and feedback. Shares knowledge and information with less experienced staff. 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 other 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, ensure involvement of a more experienced person.

Client and carer relations

- Works with customers to explore and resolve their practical complex needs, expectations and goals. Uses understanding of relevant service deliver 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 relevant standards. Encourages others. Understands and interprets complicated standards which require variations to procedures. Adopts a professional approach to own accountability and influences others. Support safe work practices. Recognises responsibility in maintaining own organisation's image and reputation and assists other staff.

Innovation

- Meets responsibility 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 experience 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

Essential

- Tertiary qualification in Community Care, Disability or Business Administration and/or relevant experience

Skills & Delivered Performance

- Demonstrated experience in leading a team of staff to meet best outcomes for clients
- Proven experience in leading, motivating and developing staff to continually improve performance and achieve high standards
- Previous working experience in rostering or workforce scheduling staff

- Experience working in a high paced customer service/call centre environment
- Ability to meet tight deadlines
- Excellent interpersonal communication skills, negotiation skills and written communication skills
- Competent use of all Microsoft Software systems and including rostering software (preferably Time Target)
- Affinity with nonprofit 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 a DHS Disability Services Employment Screening
- Participate in the supervision and performance appraisal processes to establish performance objectives and KPI's ongoing
- Travel to service regions, sites and locations
- Attend meetings, training and professional development as required
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure
- Accessibility to a personal mobile phone or tablet device that has a data plan enabling access to the internet for the purpose of recording time worked and accessing rosters
- Work across multiple worksites and/or relocate to other worksites (within reason) as required

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:	

Scheduling/Payroll Coordinator			
Name:			
Signature:		Date:	