

# Position Description

## Scheduling Officer

<b>Reports to:</b>	Scheduling/Payroll Coordinator
<b>Directorate/Department:</b>	People & Culture
<b>Number of direct reports:</b>	As per Organisational Structure
<b>Employment Type:</b>	Permanent/Full-Time
<b>Salary/Award Classification:</b>	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 Scheduling Officer will provide support to the organisation's management through the proficient and timely allocation of scheduling of services and rostering of resources to meet clients' needs across all service delivery areas.

### Principal Duties

- Undertake the regional services scheduling and rostering function, by creating and managing roster templates for venues, house and individual rosters, rolling over employee rosters where employees are given 4 weeks' notice of permanent shifts
- Establish roster templates informed by Service Agreements; liaising with Intake Officers and Regional Teams where Award breaches are identified
- Ensure efficient and effective matching of workforce with service contract obligations, specific skill requirements and clients' needs and preferences, liaising with appropriate Regional Teams as required
- 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
- Assist the Regional Rostering Officers to ensure that rostering duties are fulfilled in accordance with organisational process
- 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

- Review and authorise timesheets daily in preparation for payroll processing. Escalate timesheet anomalies to Regional Teams or Scheduling/Payroll Coordinator for approval/follow-up as required
- Monitor daily resolution of clocking/shift exceptions and reimbursements claimed (including travel)
- Ensure hours worked by employees are monitored to ensure compliance with industrial relation obligations
- Complete updates to the organisational structure within the time recording system (including new positions, departments and regions) ensuring coding is accurate
- Provide expert advice to Team Leaders on the industrial relations obligations the organisation must meet and provide recommendations on the most efficient and cost effective rostering model for a site and region. Escalate to Scheduling/Payroll Coordinator as required.
- Populate and update roster templates in a timely and efficient manner, ensuring that all industrial relation obligations are met
- Report on an on-going basis any rostering breaches/non-conformances in relation to Award and Enterprise or any other agreements, to the Regional Manager and Scheduling Coordinator
- Manage the process of leave requests and approvals; liaising with Regional Rostering Officers and Regional Teams to ensure adequate staffing coverage
- Respond to and appropriately manage employee queries in regards to their rosters and leave requests
- Create employee profiles and update qualifications as required
- Establish access to rostering software for new employees and ensure they are trained relevant to the requirements of their position
- Maintain currency and validity of resourcing information within databases
- Maintain work instructions for the rostering system and processes, provide user support and conduct training sessions as required
- Ensure removal of terminated staff and cancel system access
- Generate timely and regular internal reports in accordance with key criteria or targets and communicate results to the appropriate areas of the organisation
- Liaise with rostering software support around system issues/upgrades/development
- Communicate system changes and upgrades to all employees as required
- Participate in the establishment and redesign of procedures and processes to improve the Scheduling/Rostering process
- Assist colleagues to ensure a continuous service is provided by filling in when/where required

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
- Generation of data extracts for service billing
- Regular upload data extracts to NDIS Portal to claim for services provided, with commitment to increase frequency as part of organisation process improvement strategies
- Provision of data extracts to finance for creation of invoices for non NDIS managed services

*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
- 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)*

- Work flexible hours in conjunction with other resources within team to cover operational hours. This includes earlier starts and later finishes which will be worked on a rotational basis and as per organisational need.
- 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 (as required)
- 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
- 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:

### Scheduling/Payroll Coordinator

Name:

Signature:

Date: