

## Position Description

Position	Rostering Coordinator – Level 3
Work Area	Support Services
Location	State-wide
Responsible To	Manager - Rostering
Award / Salary	Social, Community, Home Care and Disability Services Industry Award 2010
Classification Level	SACS Level 3

### Position Summary

As a Rostering Coordinator, you will be responsible for coordinating the overall deployment of staff resources across worksites with Support Services, to ensure that resourcing, staffing ratios and support needs for participant demand and service delivery are met, whilst adhering to the applicable enterprise agreements and awards.

### Position Objectives

To work collaboratively within a team to provide participants with sufficiently rostered supports, to maintain high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life. The rostering coordinator is expected to operate with:

- Alignment to St Giles' values, policies and procedures, role-modelling accountability and operating with a high level of commitment.
- Efficient follow through of any tasks until completion or as otherwise agreed with by the manager or delegated staff.
- Consideration, understanding and respect for participants and their families.
- An understanding of the need for consultation, where relevant, and in collaboration with colleagues, managers, external partners and other staff.
- An appreciation of the necessity to use initiative and find positive solutions in response to identified needs.

### Primary Tasks

- Design, develop and coordinate participant and worksite rosters that meet participant requirements.
- Work collaboratively with internal stakeholders to ensure rosters reflect resource needs to meet service delivery demands and maintain knowledge of worksites and participant supports.
- Update rosters and provide coverage with changes associated with planned/unplanned leave, or other service requirements of staff and problem solve complex shift coverage. This includes but is not limited to: transferring staff from another worksite, reassigning employees and following procedures in the event of participant cancellations and/or movements.
- Fulfill scheduling duties relating to training and team meetings, whilst balancing service delivery demands.
- Actively manage any foreseeable capacity gaps to ensure service delivery is optimised.
- Work under St Giles delegation, such as but not limited to seeking the approval for overtime, providing detailed information such as, actions that have been taken and costings for overtime.
- Ensure that relevant enterprise agreements and award conditions are met in the design of rosters and allocation of staff, mitigating operational risks and minimises costs to the organisation.
- Assist support staff with the rostering system by providing guidance and training where necessary.
- Undertake all relevant administrative functions relating to scheduling and work functions through the rostering system and generating comprehensive reports when requested.
- Follow allocated work plans developed in consultation with the Rostering Manager.
- Identify, report, manage and respond to emerging issues (including but not limited to participant and staff related matters) in an appropriate and timely way.
- Perform other duties incidental to key duties and/or coordination tasks as directed from time to time.
- Maintain all required accreditations, as well as undertaking self-development activities as appropriate to your role and in accordance with organisation policies.

## Position Description

### Level of Responsibility

This position is directly responsible to the Rostering Manager for all aspects of service delivery and operational oversight while at work. The performance of this position is subject to general guidance by the employee's manager.

The employee is required to undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines.

### Performance Review

Performance reviews will be conducted using the Organisation's Performance Management Process.

### Qualifications/ Requirements

#### Essential

- Minimum one-year previous experience as a roster coordinator/officer or minimum 2 years' experience in an administrative role.
- Advanced computer skills including the use of Microsoft Office suite and Customer Relationship Management Software (CRM) and/or rostering software.
- Strong time management skills, ability to prioritise, multitask & work to deadlines
- The ability to adapt to change and continuous improvement.
- Excellent interpersonal skills with the ability to work within a team environment with minimal supervision.
- Required to provide a satisfactory National Police Check and NDIS Worker Screening/Working with Vulnerable People check (WWVP).
- Confirmed COVID-19 Vaccinated

#### Desirable

- Business administration qualifications or similar
- Experience in rostering within the Community Aged Care and/or Disability sector would be highly regarded
- Knowledge of the NDIS

#### Selection Criteria

- Proven ability to meet deadlines, work in a fast-paced environment, with strong attention to detail and accurate data entry skills.
- Demonstrated ability to maintain a high level of initiative and judgement within the range of duties and responsibilities and apply new processes efficiently and effectively.
- Well-developed problem-solving skills relevant to dealing with shift or roster allocation scenarios.
- Proven ability to deliver against set outcomes in required timeframes, while remaining flexible to changing needs and priorities.

#### Authority

This Position Description has been written with the approval and authority of the Chief Executive Officer and the Executive Leadership Team and outlines the expectations and primary functions of the above named position.

#### The Employee

I acknowledge that my duties and responsibilities are as outlined in this position description.  
I further acknowledge that my duties may be varied from time to time.

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_