

Position Description



Position Title	Rostering Officer (RO)
Agreement / Award	Y Whittlesea Enterprise Agreement 2024
Classification	SCE 4.1
Employment Status	As per Employment Contract
Division / Department	Disability and Inclusion Services
Direct Reports	Nil
Reports to	General Manager- Inclusion Services

POSITION SUMMARY

The Rostering Officer plays a vital role in ensuring Support Workers are utilised efficiently to provide high quality support outcomes for our clients. The role ensures qualified and suitable staff are rostered, and rostering systems/ processes are implemented in an efficient and effective manner.

Working within a dynamic and fast paced environment, the Rostering Officer uses initiative to solve problems and ensure a cohesive team atmosphere. Working as part of a highly collaborative team and under general direction, the Rostering Officer will maintain an effective and consistent approach to service recruitment, induction and rostering.

The four key areas of responsibilities of this position are:

1. Scheduling and Approving staff rosters- Forward planning and backfilling.
2. Recruitment Support – Supporting the recruitment and onboarding of new staff.
3. Staff Licence Management – Following staff qualifications and other mandatory requirements.
4. Client Roster Approvals - Matching timesheet data to prompt client billing.

This role requires exceptional time management and communication to ensure staff are rostered and suitably paired with clients, and that services are delivered consistently and on time.

DUTIES AND RESPONSIBILITIES

Deliverables of the Rostering Officer

- Complete and maintain rosters, including scheduling and publishing of all Inclusion Services rosters.
- Ensure all staff have correct information to attend support shifts (right place at the right time).
- Advise staff of cancelled visits and changes to their roster.
- Find alternative workers to cover absences and maximise opportunities for support workers to obtain work.
- Respond to all support worker, and general queries in a timely manner.
- Record changes to support worker availability on database.
- Ensure Time and Attendance platform is used and maintained and that master templates remain up to date.
- Complete daily operations - rostering and timesheets.
- Approve staff timesheet approvals while cross referencing and approving associated client schedules.
- Support recruitment and induction of staff with Program Coordination team.
- Assist team in ensuring staff are complying with employment requirements.
- Maintain process ensuring cohesive transitions between On-call and the business hour rostering team.
- Report staff shortages to relevant sectors for agreed action.
- Participate in development and implementation of innovative projects as requested.

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- Provide information to the General Manager – Inclusion Services regarding support staff (rosters, statistical reports, feedback etc.)
- This role is required to be part of a rotating on call roster, as well as providing hands-on support and shift covers in urgent situation.
- Responsibilities as specified above may be altered in accordance with the changing requirements of the position.

KEY PERFORMANCE INDICATORS

KPI	Reference	KPI	Reference
Planning, Targets and Accountability	All PTA implemented and actioned	Setting and maintaining standards for Culture and Values.	Staff satisfaction survey and staff engagement/ retention
Maintaining Stakeholder Relationship (internal and external)	Relevant documentation and processes completed	Business Plan, Growth and maintaining revenue, controlling costs.	Maintain a variance of less than 5% of paid hours vs scheduled hours
Managing Compliance, Risk and Quality Standards	All compliance requirements met	YMAC Fuel gauge	Maintaining a high Y-MAC compliance rating

CAPABILITIES & ATTRIBUTES

- Ability to work in an efficient and organised manner under general direction.
- Can work within the application of established policies, procedures, and practices with a reasonable autonomy in exercising judgement against practices.
- Take on a variety of responsibility within your specialist area.
- Exercise initiative to establish goals/objectives/outcomes for your own work.
- Possess some existing knowledge of Human Resource Management to assist colleagues.
- Solve problems of limited difficulty using knowledge, judgement and organisational skills acquired through qualification and experience.
- Demonstrates resourcefulness in contributing to improvements and solving problems.
- High level of administration support that requires judgement, initiative, and confidentiality.
- Excellent verbal and written communication skills.
- Capable to use negotiation skills to influence others.
- Model the organisation's values and associated behaviours.
- Maintain a high level of discretion and confidentiality.

KEY SELECTION CRITERIA

Qualifications (pre-employment conditions)

- A legal right to work in Australia.
- Certificate in Community Services or equivalent OR Recognised Certificate in Human Resources.
- Current Employee Working with Children Check and NDIS Worker Clearance Check.
- International Police Check if you have lived outside Australia in the last 5 years.
- Completion of the Y's Safeguarding Online training and NDIS Worker Orientation Module (prior to commencement).

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Knowledge and Experience

- Minimum of 1 years' experience in recruitment and rostering (within Community/Disability Industry is preferred by not essential).
- Minimum of 1 years' experience in Community / Disability industry.
- Excellent interpersonal skills, customer service and problem-solving skills.
- Proficient computer skills.
- Experience using a time and attendance rostering system.
- Industry knowledge & experience, of NDIA (desirable).
- Strong organisation skills, with the ability to work to deadlines and be comfortable in dealing with audit partners in discussions around review findings.
- Professional, highly analytical and possess excellent written and verbal communications skills.

CONDITIONS OF EMPLOYMENT

- Be able to work a flexible roster, including early mornings, nights and weekends if required while maintaining contracted hours of work.
- **Hours of employment:** The actual hours of work will reflect the nature of the position and incorporate a reasonable requirement to work additional hours inside or outside the normal operational hours due to the nature of Y Whittlesea's business and your position. This means that shifts may vary across 7 days and may include day work, shiftwork and weekend work and depending on the shift day/time will attract penalties.
- Maintaining mandatory qualifications/requirements.
- Completion of induction as required (within first six weeks of employment).
- Comply with our [Safeguarding and Licensing Framework standards and our NDIS Practice Standards](#)
- Attendance and active participation at Y meetings and training when requested.
- Meet training requirements for Authorised Program Officer (APOs).
- This position is subject to a 6-month probationary period for new employees, in line with your employment contract.

MUST BE READ IN CONJUNCTION WITH THE Y WHITTLESEA'S HEALTHY WORKING CODE & ORGANISATION POLICIES

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