

ROSTER OFFICER

POSITION TITLE:

Roster Officer

REPORTS TO:

Strategic Workforce Planner

ACCOUNTABILITY:

Vision:

That every person can say that I am *living the life that I want*.

With the *focus* vision for continued improvement at the heart of all we do; the team at *focus* will be responsive, progressive and innovative leaders in the development and provision of support services to people who have a disability.

Values:

The Roster Officer will consistently exhibit the following qualities:

Respect:

You commit to treating others in a professional manner with consideration, mutual trust, courtesy and cultural diversity.

Communication:

You undertake to communicate information in the most appropriate manner, accurately, promptly and with sensitivity to the people we support. You will respond constructively to any information received.

Support:

You will support others by listening, encouraging, inspiring and acknowledging individual contributions. You will be consistent in your actions and actively seek to lead others by example.

Positive Attitude:

You will strive to maintain a positive working environment. Each team member will endeavour to inspire and encourage each other.

Professional Development:

You will each take an active role in developing our skills and knowledge to ensure the best service provision possible to the people we support. You will recognise the strengths in others and seek innovative ways to share knowledge and learn from one and other.

Teamwork:

You will seek to understand your colleague's roles and support requirements.

Accountability:

Irrespective of your position within the organisation, you will be accountable to the people we support, your colleagues, direct support staff and the mission and vision of *focus*.

You must support the *focus* Mission, Vision and Values at all times. Specific expectations of *focus* employees are detailed in the contract of employment and *focus* policy. You must support the *focus*

policies and conduct yourself in a way which is consistent with the policies and practices of *focus* at all times.

EXTENT OF AUTHORITY:

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| Number of staff directly reporting to position: | Nil |
| Extent of delegated authority: | <p>You are expected to work with limited supervision in your day to day role and participate as a member of the <i>focus</i> team. You contribute to the development of a positive working environment by establishing and maintaining professional working relationships with staff and the people you support.</p> <p>Internal Organisational Relationships: You are directly accountable and responsible to the Strategic Workforce Planner and indirectly accountable to the Executive Manager – People, Culture and Safety.</p> <p>Other: You provide roster management and support to Area Managers, Team Leaders, and Activities Facilitators as directed by the Strategic Workforce Planner and Executive Manager(s) – Operations.</p> <p>At all times, it is expected that you represent <i>focus</i> in a professional manner. It is anticipated that objective judgements will be shown in all of your decision-making processes with reference to <i>focus</i> policies and procedures.</p> |
| Locations: | Primary base: <i>focus</i> People and Culture Team, located at <i>focus</i> Head Office and other <i>focus</i> sites as required. |
| Allowances/Special Conditions: | As per <i>Social, Community, Home Care and Disability Services Award 2010 Award</i> and contract of employment. |
| Specialised equipment/Special licence requirements: | N/A |
| Other important dimensions: | <p>Mandatory Current:</p> <ul style="list-style-type: none"> • National Police Check • Disability Worker Exclusion Scheme |

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| | <p>Check</p> <ul style="list-style-type: none"> • Victorian Drivers Licence • Code of Conduct. <p>Duties not explicitly specified in the Position Description may be required from time to time.</p> <p>These duties will be in accordance with the Workforce Capability Framework level and conditions of employment for the position.</p> |
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SUMMARY STATEMENT:

The Roster Officer will ensure that Active Support Staff are rostered to meet client needs and deliver quality services under the NDIS and Quality and Safeguarding Framework requirements. The role entails forward planning for a full 6 week roster cycle and day to day filling of shifts.

An innovative person centred approach is a must to ensure *focus* workforce resources are optimally utilised for client service delivery, workforce capability, training and budget purposes.

The Roster Officer will be customer centric and ensure decisions are made based on strategic and operational priorities in liaison with the Strategic Workforce Planner, Client Services Team, and People and Culture.

OTHER REQUIREMENTS:

It is the responsibility of every staff member to actively participate in the management of risk and to ensure a safe work environment for themselves, their co-workers, clients and *focus*. This position description is subject to the Risk Management and Control Framework and Policy, and Occupational Health and Safety (OHS) Policy. The employee must ensure that prescribed tasks are performed subject to established risk assessments and safe work practices.

To that end the following are also requirements of this role:

1. Report all hazards observed including any potentially unsafe work practices as soon as practicable;
2. Report all incidents of injury or near miss as soon as practicable;
3. Actively participate in all professional development and training regarding Risk management and OHS;
4. Cooperate with any reasonable request for action to ensure the safety of self and others and the mitigation of risk to *focus*.

All Services are provided in compliance with the Mission, Policies, Philosophies and Procedures of *focus* and are governed by the *Disability Act 2006, Occupational Health and Safety Act 2004 (Vic)* and other relevant legislation.

focus is committed to the safety of the people we support and are required to undertake background screening in accordance with the Department of Human Services Safety Screening Policy. This policy requires that successful job applicants must consent to screening via the Disability Worker Exclusion

Scheme and prospective workers must sign a statutory declaration stating that they have fully disclosed all relevant information regarding their criminal record and employment history.

All employees must undertake a national police check and demonstrate a record in accordance with *focus* policy and legislative requirements.

All employees must comply with road traffic regulations and laws and be responsible with payment of fines relating to traffic infringements and pay excess in the instance of when damage has been caused as a result of negligence of the driver.

All employees are required to participate in learning and development activities as requested by *focus*.

DUTIES AND RESPONSIBILITIES:

| Key Responsibility Areas | Capability Requirements | Key Performance Measures |
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| STRATEGIC CORE REQUIREMENTS: | | |
| Sector and organisation purpose and values | <p>An enhanced working knowledge of a human rights based approach and the individual and community context, and sector and organisation purpose and values.</p> <p>Encourages sector and organisation approach and values in other team members.</p> | <p>Consistently demonstrates and applies sector and <i>focus</i> knowledge to decision making.</p> <p>Receives consistent positive feedback from staff and stakeholders regarding alignment with <i>focus</i> values, policy and procedure.</p> |
| Leadership and teamwork | <p>A skilled team member, acting as a resource for work group on a regular basis, providing coaching and feedback.</p> <p>Shares knowledge and information with less experienced team members.</p> <p>Varies own schedule, contacting senior staff only to seek specialised help or notify progress or work.</p> | <p>Consistently demonstrates effective team work and collaboration.</p> <p>Supportive of other team members, sharing knowledge to build collective capability and achieve common goals.</p> <p>Ensures work is scheduled effectively and completed in a timely manner.</p> <p>Consistent completion of tasks to agreed timelines, and escalation of matters for corrective action, as required.</p> |
| Communication | <p>Contacts people on non-routine practical matters and</p> | <p>Matters are treated with the utmost sensitivity and confidentiality in accordance with legislative</p> |

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| | <p>external organisations on routine practical matters.</p> <p>Able to communicate flexibly in an appropriate manner.</p> <p>Supports others to effectively record and report.</p> <p>Able to resolve conflicts.</p> <p>Has a network of relevant contacts.</p> <p>Deals with many issues presenting and, when outside skill set, ensures involvement of more experienced person.</p> | <p>requirements and <i>focus</i> values at all times.</p> <p>Collaboration and positive engagement of colleagues is consistently evident.</p> <p>A customer service based approach is modelled at all times.</p> <p>Positive communication style and effective listening skills are consistently evident and adapted to the needs of the person and context.</p> <p>Clear written communication skills that provide concise information for reporting purposes.</p> <p>Effective listening skills demonstrating empathy and understanding to ensure service and client requirements are consistently met.</p> |
| <p>Customer Relationships</p> | <p>Works with customers to explore and resolve their practical complex needs, expectations and goals.</p> <p>Uses understanding of relevant service delivery theory and has operational knowledge of supports and services available.</p> <p>Undertakes service liaison/communication with customers during complex problem resolution.</p> <p>Understands confidentiality and diversity aspects.</p> | <p>Actively builds and maintains positive stakeholder relationships and fosters trust and transparency, reflective of <i>focus</i> values.</p> <p>Understands and applies a person-centred approach to rostering.</p> <p>Solutions focused approach is consistently demonstrated in liaison with stakeholders to meet service and client needs.</p> <p>Flexibility and creativity is demonstrated to meet roster requirements, service and client needs.</p> <p>Ability to cope under time pressure with a solutions-focused approach to rostering and workforce planning.</p> <p>Maintains confidentiality at all times.</p> |

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| <p>Personal Accountability</p> | <p>Adheres to <i>focus</i> policies & procedures and all relevant government legislation and standards.</p> <p>Encourages others.</p> <p>Understands and interprets complicated standards which require variations to procedures.</p> <p>Adopts a professional approach to own accountability and influences others.</p> <p>Supports safe work practices.</p> <p>Recognises responsibility in maintaining <i>focus</i> image and reputation.</p> | <p>Works effectively within legislative, compliance and policy requirements.</p> <p>Applies a proactive 'can do' approach to the position.</p> <p>Understands and interprets relevant funding, Quality and Safeguards framework, and <i>focus</i> policy and procedure, and effectively applies this knowledge to rostering practices.</p> <p>Ensures resources in rostering are deployed and utilised efficiently and within financial, care delivery and quality standards.</p> <p>Ensures work, safety and wellbeing is promoted through communications and roster decision making.</p> <p>Ensures that conduct is professional and accountable and <i>focus</i>'reputation is upheld at all times.</p> |
| <p>Innovation</p> | <p>Meets responsibilities using a resourceful and creative approach.</p> <p>Seeks opportunities to innovate within the context of the role.</p> <p>Solves problems requiring the practical application of theory.</p> <p>Understands why risk mitigation and continuous improvement are important and can convey this to less experienced staff.</p> | <p>Approaches the requirements of the position with an innovative and growth mindset.</p> <p>Commitment to continuous improvement is evident in quality and outcomes of roster planning and decision making.</p> <p>Proactively identifies areas for continuous improvement in consultation with Client Services, People and Culture and Finance Departments.</p> <p>Works effectively within organisational risk framework.</p> <p>Recommends changes to procedure</p> |

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| | | and practice, as appropriate. |
| FUNCTIONAL REQUIREMENTS: | | |
| Service Delivery | <p>Handles service enquiries or problem resolution of a more complex nature for a diverse range of internal and/or external customers.</p> <p>Able to determine needs and service expectations in sensitive situations and then appropriately adjust processes and own approach.</p> <p>Is able to provide guidance to less experienced staff.</p> <p>Assists direct service staff in arrangements for the delivery of services.</p> | <p>Strategic workforce planning recommendations are effectively implemented when managing service rosters.</p> <p>Responsive, customer centric troubleshooting is consistently evident for leave replacement and filling of vacant shifts, effectively meeting service and client requirements.</p> <p>Positive relationships and partnership is consistently evident with Client Services Teams.</p> <p>Consistently fosters trust and positive relationships with stakeholders.</p> <p>Meets deadlines and delivery outcomes including but not limited to:</p> <ul style="list-style-type: none"> - Vacant shift and leave replacement roster management - Matching of workforce skill and capability to client needs <p>Consistently delivers a person centred, responsive and solution focused rostering approach.</p> |

KEY SELECTION CRITERIA:

Knowledge

Required:

Proven experience in a fast paced consultative roster position.

Working knowledge of Award/Enterprise Agreement implications on rostering practices.

Working knowledge of NDIS.

Desirable:

Understanding of pay scales, penalty rates and workforce budget management.
Undertakes regular professional development.

Skills

Excellent communication skills.
Advanced interpersonal skills.
Intermediate proficiency in Microsoft Office suite.
Strong administrative skills with attention to detail.
Strong analytical skills.
Well developed numeracy, verbal and written communication skills.

Attributes**Confidentiality and discretion**

- Commitment to the mission, vision and values of *focus*.

Ethical

- Has integrity and principles.

Honest

- Is credible and truthful
- Is reliable and trustworthy
- Acknowledges and learns from mistakes.

Collaborative

- Works with others to achieve common goals
- Engenders a spirit of teamwork
- Inspires trust.

CONDITIONS OF EMPLOYMENT:

This is a full-time position of 76 hours per fortnight.

All staff working for *focus* will be required as a condition of employment to:

- be a role model for other workers that promotes team work, a learning culture and independent attitude
- participate in mandatory and reasonable staff development, training and quality assurance activities
- undertake national police check and demonstrate compliance with the Employment Safety Screening Policy
- hold a current Victorian Driver Licence

- comply with all road traffic regulations and laws and be responsible for payment of fines relating to traffic infringements. Reimburse the costs (excess) incurred as a result of damage caused to vehicles through negligence of the driver.

The incumbent must agree to the performance objectives set annually with the Executive Manager – People, Culture and Safety.

Note: This position is subject to review and may change in accordance with the strategic and operational requirements of *focus* and the people we support.

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| Industrial instrument: | <i>Social, Community, Home Care and Disability Services Award 2010</i> |
| Level: | 3 |
| Workforce capability framework level: | CSS 4 |
| Job Family: | Corporate Service Support |
| Formulated: | 26 August 2020 |

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