

Position Description

Position Title	Roster Coordinator
Position Reports to	NDIS Services Manager
Position Leads	None
Location	29 Learmonth Street, Alfredton.
Employment Type	Full-Time, 6.30am – 5pm rotating roster.
Last Updated	September 2023

Why are we here?

Purpose: We partner with our supported employees to create their best life

Our Vision: To fulfil the unmet support needs of our community and enrich lives every day.

How do we do this?



What is your purpose?

The Roster Coordinator is responsible for the coordination of customer support hours and employee shift scheduling for all Disability Support Workers (DSWs) across the Disability Services Programs.

Rosters must be designed to meet the customer's service agreements, support needs and preferences whilst also ensuring the effective and sustainable management of our workforce.

The role is responsible for safe, effective and efficient roster management, efficient resource allocation and exceptional customer service.

The position has a key role in supporting continuous improvement and optimisation of the business performance of Disability Services and its workforce management.

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
Service Delivery	<ul style="list-style-type: none"> Work closely with the Service Coordinators to establish base roster timetables for the Disability Services Programs

	<p>which enables correct and accurate costing and reporting of service delivery.</p> <ul style="list-style-type: none">• Set up roster for each customer in the applicable template in Flowlogic.• Ensure rosters relating to different types of services (eg Supported Independent Living and Rosters of Care, Community Participation etc) are implemented in accordance with NDIS requirements.• Ensure travel is appropriately apportioned to shift rosters in alignment with service agreement.• Roster irregular supports as requested by Service Delivery Managers in accordance with procedure.• Roster service changes are requested by customers, Service Coordinators or Service Delivery Managers in accordance with procedures.• Roster all DSW across the Disability Services programs delivered in Ballarat ensuring appropriate shadow shifts, skills matching and compatibility.• Work with the applicable Service Delivery Leader to ensure person centric support teams are established around each customer.• Work with Service Delivery Leaders and DSWs to ensure staff are appropriately remunerated for their training.• Provide information, guidance and support to DSWs on the requirements of specific shifts for customers as requested.• (for LSO customers only) - Where required ensure completion of customer's additional administration supports including medication sheets, shopping lists and meal plans. Coach DSWs to undertake these activities.• Coordinate planned leave requests for DSWs and collaborate with Service Delivery Leaders to ensure equitable and fair planned leave allocation that also ensures operational service delivery requirements are not compromised.• Coordinate DSW availability notifications and future absences utilising functionality of Flowlogic.• Coordinate the filling and back fill appropriate replacement staff to cover planned and unplanned absences, manage shift changes in a financially responsible manner. This includes:<ul style="list-style-type: none">• When rostering additional shifts and shift alterations requested by customers in keeping with basic funding guidelines.• Minimise the use of overtime.
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	<ul style="list-style-type: none"> • Consider ‘whole of employment’ at McCallum and consider concurrent contracts to ensure safe rostering practices (ie if the DSW also works in Social Enterprise) • Maintain a current and up to date knowledge of applicable roster and hours of work clauses in our applicable Industrial Agreements, Awards and People & Culture policies and procedures and have the ability to correctly interpret and apply definitions. • Work with the Service Delivery Managers to establish workforce planning requirements. • Identify and escalate staff skill gaps and recommend timely recruitment of staff as needed with the Service Delivery Managers. • Coordinate McCallum’s casual pool of staff in order to maximise hours of work available for staff • Make recommendations and contribute data to Service Delivery Managers with respect to casual conversion processes. • Ensure the delivery of quality customer and employee record keeping including notes and uploads into Flowlogic as required. • Keep timely and accurate file notes pertaining to customer and/or staff related matters. • Attend Service Delivery Team Meetings as requested to provide updates and gain feedback on the Rostering function. • Participate in extended business hours roster and on call roster on weekends as determined by the NDIS Services Manager
Customer Experience & Quality	<ul style="list-style-type: none"> • Champion McCallum’s Customer Strategy and imbed the importance of Customer Experience within NDIS Services Team. • Seek and report on customer feedback through to Manager. • Champion our Quality Management System. • Assist in ensuring that our policies and practices reflect contemporary, evidence-based service approaches that meet legislative and regulatory requirements, particularly the National Disability Insurance Scheme, contributing to their development and review as requested.
Leadership and Employee Experience	<ul style="list-style-type: none"> • Champion McCallum’s Code of Conduct and Values, acting in accordance with our policies and procedures at all times. • Develop and maintain effective relationships with key stakeholders, including our customers, our DSWs, Service Delivery, Finance and People & Culture.

	<ul style="list-style-type: none"> • Develop, maintain and be a role model for, a culture among staff that is open to change and supports continuous quality improvement, safety, collaboration, respect, and accountability. • Be an active member of the NDIS Services Team, providing input and support into the implementation and achievement of our work plans and outcomes.
Self-care and professional development	<ul style="list-style-type: none"> • Participate in feedback meetings with the NDIS Services Manager • Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored. • Identify and seek appropriate resources to support your own health and wellbeing. • Participate in wider McCallum projects and initiatives as required.

What do I need to be a success? (Attributes)

- Our customers are at the centre of everything that you do.
- You champion customer experience and provide positive, professional, optimal service to our customers, staff, community and stakeholders.
- Quality and safety is paramount and will not be compromised.
- You value accuracy and attention to detail.
- You achieve results. You have a strong attention to detail, work to plans and deliver.
- You are a consultative, collaborative and inclusive team member.
- You build and maintain relationships with your customers, colleagues and stakeholders
- You are team player that actively participates and champions a supportive and values driven work environment.
- You understand that change happens for a reason, and have the enthusiasm and drive to bring the organisation with you.

Key Selection Criteria

Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:

- **NDIS Worker Screening Check**
- **Right to Work in Australia; and**
- **Current Driver's License.**

Essential

- High level of experience in safe, best practice rostering and coordinating a large number of people, preferably in a human services environment
- Evidence of using high level of attention to detail and very high standards of accuracy, relevant to rostering purposes
- Proven understanding of Industrial Agreement and Modern Awards (ideally the SCHADS Award).

- Evidence of applying excellent organisation, time management, prioritisation and coordination skills to maximise efficiency in a busy rostering environment
- Evidence of utilising excellent communication and interpersonal skills to drive change, share information and develop relationships with colleagues
- Ability to work with others and be a participative and supportive team member, who seeks and provides feedback and solutions
- High level of ability to work with a rostering system, in addition to a high level of ability using technology and the Microsoft Office suite of products
- Demonstrated commitment to working as part of a team as well as being able to work unsupervised

Desirable

- Experience working in a frontline DSW role, understanding of the demands and requirements the position entails.
- Knowledge of the NDIS and other relevant legislation, regulations, standards and industry trends.

Approval:

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____