

## Position Description

<b>Position Title</b>	<b>Roster Officer</b>
Position Reports to	Executive Manager Community Access
Position Leads	NIL
Location	29 Learmonth Street, Ballarat
Employment Type	Permanent, Full-time
Last Updated	January 2021

### Why are we here?

**Purpose:** We work with people to create a life that works for them.

**Our Vision:** To be recognised by customers as the eminent, integrated disability service provider that continually enriches their lives.

### How do we do this?



### What is your purpose?

The Roster Officer is responsible for providing effective and efficient administrative support services of Rostering across the Community Access Program. The Roster Officer is primarily responsible for rostering our Disability Support Workforce (DSW's) and back filling shifts for unplanned/planned leave.

### How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Ensure DSW shifts are filled daily when absences occur in the Community Access Programs.</li> <li>• Contact DSW and participants to notify of any shift changes after rosters have been published in line with protocols.</li> <li>• Administer DSW availability notifications and process through Emplive.</li> <li>• Answer the telephone and respond to shift adjustment requests.</li> <li>• Enable cost effective and timely allocation of shifts in line</li> </ul>

	<p>with the relevant Industrial Agreement or Award.</p> <ul style="list-style-type: none"> <li>• Consider DSW 'whole of employment' at McCallum and consider concurrent contracts to ensure safe rostering practises.</li> <li>• Prepare fortnightly timesheets and travel reimbursements for submission and Program Manager Approval.</li> <li>• Transfer any Customer Program requests to the relevant Coordinator or Team Leader (non-roster related).</li> <li>• Escalate any DSW conduct issues or concerns to relevant Program Manager.</li> <li>• Roster Team Meetings and Training as requested by Roster Coordinator or Manager.</li> <li>• Distribute rosters to staff in line with procedures including email, print and mail customer and employee rosters as required.</li> <li>• Ensure that filing/ archiving is up to date</li> <li>• Undertake other duties as required by the Roster Coordinator.</li> </ul>
<b>Customer Experience &amp; Quality</b>	<ul style="list-style-type: none"> <li>• Champion McCallum's Customer Strategy and imbed the importance of Customer Experience within the Community Access Team.</li> <li>• Seek and report on customer feedback through to Manager.</li> <li>• Implement and champion our Quality Management System.</li> </ul>
<b>Systems and Records</b>	<ul style="list-style-type: none"> <li>• Ensure the delivery of quality customer record keeping including notes and uploads into Emplive and SRS as required.</li> <li>• Keep timely and accurate file notes pertaining to staff related matters.</li> </ul>
<b>Leadership and Employee Experience</b>	<ul style="list-style-type: none"> <li>• Champion McCallum's Code of Conduct and Values, acting in accordance with our policies and procedures at all times.</li> <li>• Develop and maintain effective relationships with key stakeholders including Lifestyle Options, Community Connections, People &amp; Culture, Payroll and our DSWs.</li> <li>• 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.</li> <li>• Be an active member of the Community Access team, providing input and support into the implementation and achievement of our work plans and outcomes.</li> </ul>
<b>Self-care and professional development</b>	<ul style="list-style-type: none"> <li>• Participate in feedback meetings with the Manager Lifestyle Options.</li> <li>• Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored</li> <li>• Identify and seek appropriate resources to support your own health and wellbeing</li> </ul>

	<ul style="list-style-type: none"><li>• Participate in wider McCallum projects and initiatives as required.</li></ul>
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### **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 and stakeholders.
- Quality, safety and risk management is paramount to you and will not be compromised.
- You are a consultative, collaborative and inclusive team member.
- You achieve results. You have a strong attention to detail, work to plans and deliver.
- You build and maintain relationships with your colleagues.
- 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:

- Right to Work in Australia
- NDIS Worker Screen Check

### Essential

- Demonstrated experience in a busy and dynamic rostering or administrative position, ideally within the Human Services or Health Sector.
- Demonstrated superior customer service
- Demonstrated experience managing competing priorities to deliver outcomes within required timeframes.
- Sound understanding of contemporary business practices including accurate record keeping.
- Excellent administration skills, including the use of MS Word, Excel and Rosters Systems.
- Superior interpersonal and communication skills, with the ability to tailor communications appropriately to the audience.
- Excellent presentation and professionalism.
- Demonstrated commitment to teamwork and the construction of a supportive, collaborative work environment.

### Desirable

- Ability to interpret Industrial Agreements and Modern Awards.
- Knowledge of safe and best practise rostering principles.

### Approval:

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

CEO Signature: \_\_\_\_\_ Date: \_\_\_\_\_