

# Position description

## Workforce Rostering Officer

### Position description

<b>Position title</b>	Workforce Rostering Officer
<b>Status</b>	Full Time
<b>Location</b>	Launceston
<b>Industrial Agreement</b>	Tasmanian Disability Services Industry Multi Employer Enterprise Agreement 2011
<b>Reporting to</b>	Workforce Coordination Manager
<b>Date approved</b>	<b>Position Number</b>

### Operational environment

Multicap Tasmania has been providing people living with a disability and their families with high quality services for 50 years, having been an integral part of the local community since 1971.

Multicap Tasmania is a leading profit-for-purpose organisation experiencing significant growth with growing services and exciting initiatives on the horizon. Our organisation employs over 450 staff with offices in Burnie, Devonport, Launceston and Hobart, and services operating statewide.

#### Our Mission

Multicap Tasmania empowers those with a disability to reach and be recognised for their full potential, express their individuality and engage in our community.

#### Our Vision

To be the service provider of choice for people living with disability.

Our Mission and Vision is at the core of what we do as well as ensuring we meet the high standards of the NDIS Quality and Safeguards Commission Code of Code of Conduct.



### **Our Values**

Dignity and Respect, Integrity and Transparency, Empowering and Encouraging, Quality and Accountability

## **Working environment**

### **Code of conduct**

All employees must abide by the organisational Code of Conduct and the NDIS Code of Conduct.

### **Work health and safety**

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the organisation's work health and safety policies and procedures.

### **Performance review**

Performance reviews will be conducted using the organisation's performance management process.

### **Hours of Work**

This position is part of the rostering team. The team provides rostering and on-call support services from 7am to 9.00pm, Monday to Friday and between 8.30am to 5pm on Saturday and Sundays.

Team members will be required to work an early shift (earlier start) on weekdays mornings, or an evening shift (later finish), as required to support the on-call function.

The roster/shift planning function also operates on weekends, and this work is undertaken by members of the Workforce Rostering Team. On occasion, the incumbent may be required to provide shared cover of weekends to ensure continuity of services, coordinated by the Workforce Coordination Manager.

## **Position summary**

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This position forms part of the Workforce Coordination Unit within the Corporate Services Team. The employee will work under guidance and direction from the Workforce Coordination Manager, supported by the Senior Workforce Coordination Officers and will work alongside other business stakeholders as applicable. The employee will undertake a range of functions to support organisational goals and service delivery, including:

- Ensuring excellence in customer service and communication with clients and employees of Multicap Tasmania.
- Providing roster shift planning oversight that is responsive to participant needs.
- Collaborating and cooperating with other members of the Workforce Rostering Team as well as other organisational teams across Multicap, including Disability Support Service Managers, Finance and HR.

- Ensuring that roster shift planning tasks are performed within parameters of Multicap policy, processes and guidelines, and maintaining knowledge of policy/processes/guidelines as these are routinely reviewed and updated.
- Ensuring effective and efficient placement of Multicap Tasmania's workforce.
- Ensuring compliance with Multicap Tasmania policy and our Enterprise Agreement.

## Level of responsibility

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This position reports to and works under the guidance and direction of the Workforce Coordination Manager but has operational day to day support for the rostering function from the Senior Workforce Coordination Officers. Collaboration is expected to occur with Disability Support Service Managers in cohesive roster shift planning, and also with Payroll and Finance. The position will be required to work both independently on assigned tasks, as well as collaboratively on collective team tasks. All tasks will be performed within clearly defined organisational procedures that are regularly reviewed and updated to ensure consistent best practice.

## Supervision

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The position will operate within established routines, policy and procedures and is expected to exercise initiative in the application of the same. The position is responsible for managing time, planning and organising their own work, as well as contributing to team requirements. The performance of the position is subject to supervision from the Workforce Rostering Unit Manager.

## Key tasks and duties (including Key Performance Indicators)

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The key responsibilities may be modified from time to time to ensure that outcomes are coordinated within Multicap Tasmania's operational plans. The key duties of the role are to remain flexible and subject to review, as the organisation develops, and financial systems and processes mature.

The key responsibilities of the role shall include:

**Build and maintain current rosters that support the daily operational requirements of the organisation in accordance with organisational guidelines and procedures including:**

### Daily Scheduling

- Unplanned roster changes: Address short-term roster changes, including filling of shifts for unplanned leave or emergencies within the publish period & updating employee availability ad-hoc as required.

- Unplanned service changes: Cancel shifts or redeploy employees in the event of client cancellations and/or movements; ensure cancellations are actioned appropriately according to policy for timeframes required; ensure changes are actioned appropriately to claim irregular supports. Ensure redeployment of staff is actioned as per Multicap guidelines.
- Planned roster adjustments: Schedule and implement training shifts, both internal and external, to align with business needs and ensure operational continuity.
- Technical Assistance: Providing support to disability support workers in resolving minor technical issues related to the rostering operating system.
- Email and Ticket Management: Monitor and manage incoming emails utilising our ticketing system to ensure timely prioritisation, action and resolution of requests in line with organisational service standards.
- Client communication: Proactively contact clients or resolve client queries in relation to rosters, ensuring clear and timely communication to maintain trust and service satisfaction.
- Pocket Watch Requests: Ensure open vacant shifts are promptly filled by appropriately trained and available disability support workers. Monitor Pocket Watch Requests and verify staff suitability and compliance with rostering guidelines, actioning requests in a timely manner to maintain a seamless rostering process.

**Crisis Response:**

- Respond to urgent shift changes, providing real time solutions to avoid service disruptions
- Maintain a responsive on-call presence to manage after business hours or weekend rostering needs as required.

**Collaboration:**

- Liaise with Team Leaders to gather input on immediate staffing needs.
- Demonstrate excellence in communication by using clear, professional and responsive communication across all channel's, ensuring information is conveyed accurately and effectively to foster trust and collaboration.
- Collaboration, communication and consultation with Disability Support Service Managers (DSSM) and Team Leaders to ensure rosters are accurate and reflective of service needs.
- Participation in the after-hours roster shift planning service, as required, to ensure seamless rostering oversight.

**Compliance and Efficiency:**

- Minimise overtime and other additional costs associated with short-term rostering adjustments.
- Ensure all adjustments comply with organisational policies and industrial agreements.

### **Key Performance Indicators (KPIs)**

- Excellence in verbal and written communication at all times.
- Efficient and effective roster shift planning based on needs of clients and the principles of equity and fairness in shift allocation.
- Ensure that staff are rostered in accordance with industrial relations obligations.
- Ensure that staff are rostered in a manner that minimises overtime, redeployment and other costs to the organisation.
- Ensure the appropriate stakeholders are immediately notified if a client may not have their needs met due to lack of staff availability or experience.
- Monitoring all written requests (via e-ticket system), prioritising, actioning, and resolving the request within recommended timeframes. (1-5 days)
- Receiving verbal requests (via phone for urgent shift changes) and prioritising, actioning, and resolving the request within recommended timeframes. (1-4hrs)
- Ensure the dignity of clients, and staff, and confidentiality at all times.
- Contribution to team – participate in all training and review initiatives, shared and collaborative work tasks in a team member's absence, team meetings, staff development initiatives, and collaboration with colleagues.
- Self-development – actively participate in self-development activities.

Multicap Tasmania is focused on measuring performance and recognising when you do a great job.

## **Qualifications**

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- A combination of experience, expertise and competence in operation of roster/shift/logistics software, sufficient to perform the duties required at this level, attained through previous appointments, service and/or study.
- May have attained previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required.

## **Selection criteria**

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### **Essential**

1. Excellence in written and verbal communication, and ability to develop positive rapport with clients and employees.
2. Proven ability to thrive in a fast-paced environment and be driven by your contribution to quality and seamless service provision.
3. Ability to manage urgent or complex shift arrangements, manage competing priorities and deadlines while remaining positive, calm, and methodical.
4. Experience in managing and working within logistical/shift planning software, or similar systems.

5. An ability to think broadly and consider varying sources of information to ensure decisions take a whole of organisation approach.
6. Strong attention to detail with a high degree of accuracy & confidentiality.
7. Experience in or ability to interpret contractual obligations including staff industrial agreements.
8. Ability to work both independently and collaboratively as a productive team member.
9. Strong focus on providing quality services to all stakeholders including internal (Multicap Tasmania staff), and external stakeholders (Multicap Tasmania clients).
10. Sound skills across the Microsoft platform, including Outlook (email), Teams (phonecall, videocall and messaging functions) and SharePoint (cloud-based document folder).

**Desirable**

11. Previous experience within the disability services sector.
12. Experience in rostering, scheduling, shift allocation, workforce placement, logistics, data entry or data maintenance.