

Position description

Workforce Rostering Officer

Position description

Position title	Workforce Rostering Officer		
Classification definition	Social and Community Services (SACS) Employee Level 3		
Status	Full Time		
Location	Burnie, Devonport or Launceston		
Classification level	SACS Level 3		
Award	Social, Community, Home Care and Disability Services Industry Award 2010		
Industrial Agreement	Tasmanian Disability Services Industry Multi Employer Enterprise Agreement 2011		
Reporting to	Workforce Development Strategist		
Date approved	June 2021	Position Number	PD46

Working environment

About Multicap Tasmania

Multicap Tasmania is a leading provider of Disability Support Services to a growing number of clients across Northern and North West Tasmania.

We support a wide range of clients with varying disabilities.

Our services operate around the clock, with our Supported Accommodation services operating at all times.

We also support a growing client base in the community, and increasingly those services are requested to be delivered at times that meet the needs of those clients.



Our values

Dignity and Respect - We treat people with dignity and respect regardless of their culture, religion, age, race, sexual orientation or disability.

Integrity and Transparency - We work with each other to build effective relationships based on trust and honesty.

Empowering and Encouraging - We empower, encourage and enable people who need care and support and other staff to do things for themselves and to make their own decisions.

Quality and Accountability - We take responsibility for what we do and strive to improve our services.

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 will provide rostering services during ordinary business hours which are 8.30am to 5.00pm. A member of the team will be required to work an early shift on weekdays mornings, or an evening shift, as required. These shifts will result in an earlier finish or later start on those days. The position will enjoy a monthly rostered day off.

The rostering function will also work on weekends, and the incumbent will be required to work one weekend per month.

Position summary

This position forms part of the Workforce Support Team and the People, Culture and Capability Department. The employee will work under direction from the Workforce Development Strategist and will undertake a range of functions to support organisational goals and service delivery.

Service objectives

The primary responsibilities of this role include:

- The provision of responsive rostering service to provide business continuity for Multicap Tasmania's services
- Collaborating and cooperating with other members of the People, Culture and Capability department and assisting in the provision of in-house services to the organisation's employees
- Ensuring that work performed is within prescribed organisational business processes and guidelines
- Ensuring effective and efficient use of employee resources
- Ensuring compliance with industrial obligations
- Performing the role of 'Workforce Support Officer' for employees of Multicap Tasmania

Level of responsibility

This position reports to and works under the direction of the Workplace Development Strategist. The position will be required to work independently within clearly defined organisational procedures.

Supervision

The position will operate within established routines, methods, standards and procedures and is expected to exercise initiative in the application of and is responsible for managing time, planning and organising their own work. The performance of the position is subject to supervision from the Coordinator.

Key tasks and duties (including Key Performance Indicators)

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:

Maintain pending rosters that support the daily operational requirements of the organisation in accordance with organisational guidelines and procedures including:

- Provided coverage of regular staff on shifts, such as when staff are on leave, training or engaged in other work-related activities
- Update rosters with changes associated with unplanned leave or other service requirements of staff
- Reassignment of employees and cancellation of casual shifts in the event of client cancellations and/or movements

- Maintain client attendance records within rosters as required for NDIS portal claiming for NDIS portal claims
- Communication with the organisation's casual pool as required
- Communication and consultation with Coordinators and team leaders as required
- Participate in the on-call rostering service
- Provide cross-regional services support at times when leave coverage is required or peak demands require duties to be performed for other regions

Maintenance of template rosters including:

- Building and/or adjusting approved template rosters for new clients
- Adjustments to templates that increase or decrease support hours to client/s (on approval from the Coordinator)
- Assign shifts to template rosters as required and approved by service delivery (on recruitment, termination, and other staff changes)
- Assist in the design and assignment of support teams for each roster and individual clients
- Adjustments to template rosters on recruitment, termination, and/or changed working hours of staff
- Adjustments to template rosters on intake, and cancellation of services with clients

Maintain client and staff data including but not limited to:

- Maintenance of staff records as required
- Maintenance of client records as required
- Maintenance of client attendance

Key Performance Indicators (KPIs)

- Efficient and effective rostering based on principles of equity and fairness and the needs of clients
- Ensure that staff are rostered in accordance with industrial relations obligations
- Ensure that staff are rostered in a manner that minimises costs to the organisation
- Ensure that the Coordinator and Team Leader are immediately notified if a client is may not have their needs met due to staff unavailability or the need to allocate inexperienced or under-qualified employees
- Assist with the conduct of internal and external audits and surveys that provide feedback on rostering and reception services
- Published rosters to be captured periodically for internal audit testing as required
- Monitoring of rostering publication timeframes as a part of the agreed scheduling cycles
- Feedback provided through employee surveys
- Assigning shifts in the template rosters to staff on an equitable basis and in accordance with industrial requirements
- Ensure the Coordinator is advised immediately where concerns exist regarding the organisation's ability to fill rosters

- Rosters published within required timeframes
- Accurate and timely response and support to information requests
- Ensure the dignity of clients and their confidential information is maintained
- Demonstrated ability to ensure efficient and effective systems and procedures are in place to support all operations in areas of responsibility
- Confidentiality – The dignity of clients and their confidential information is maintained
- Compliance – Organisational policies and procedures are adhered to, including the Code of Conduct
- WHS – Active contribution to maintaining a safe working environment
- Contribution to team – Participate in team based and other service co-ordination processes, including de-briefing, team meetings, staff development Initiatives, collaboration with colleagues in client group program activities, training sessions and workshops
- Self-development – Actively participate in self development activities

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

Qualifications

- A combination of experience, expertise and competence sufficient to perform the duties required at this level, attained through previous appointments, service and/or study
- Will 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

Essential

1. Proven ability to manage complex problems, managing competing priorities and deadlines while remaining calm and methodical.
2. An ability to think broadly, take a whole of organisation approach.
3. Strong attention to detail with a high degree of accuracy & confidentiality.
4. Experience in or ability to interpret contractual obligations including staff industrial agreements.
5. Ability to work both independently and collaboratively as a productive team member.
6. Strong focus on providing quality services to all stakeholders being internal (staff and managers), and external clients (staff).
7. Sound skills across the Microsoft Suite with a key focus on Outlook, Teams and SharePoint.

Desirable

8. Experience in the not for profit, public sector and/or disability services sector.
9. Experience in rostering.
10. Experience in client management systems or equivalent.



Signatures

Signed for and on behalf of the organisation

Name _____

Signature _____

Position _____

Date _____

The employee

I acknowledge that my duties and responsibilities are as outlined in this position description.
I further acknowledge that my duties may be varied from time to time.

Name _____

Signature _____

Position _____

Date _____