

Position Description

Position title: Rosters Officer

Responsible to: Services Support Coordinator or nominee

Our Vision

To be a strong community business expanding opportunities for all.

Our Mission

To provide opportunities for growth, development, support & security for people with disabilities and their communities.

Our Values

- Professionalism and Continuous Improvement
- Learning and Development
- Quality and Dedication
- Accountability and Transparency
- Understanding and Compassion
- Creativity and Innovation
- Community Participation and Teamwork

Position Purpose

The role of the Rosters Officer is to be responsible on a day-to-day basis for the administration of the organisation roster and to manage casual staff.

Inherent requirements and responsibilities	Performance Measures (What to do)	Key Performance Indicators (How it may be demonstrated)
Rosters	Establish and maintain positive relationships with staff.	Feedback from staff indicates the relationship is positive.
	Receive and record all changes to rostered service delivery.	All changes to rosters are recorded and acted upon.
	Prepare rosters including changes to current roster.	Rosters are prepared in a timely manner.
	Fill vacant shifts as required and provide appropriate notification.	Shifts are filled where possible and notification is made.
	Provide support to Team Coordinators with the On Call function and ensure information is accurate	On Call's records are current and support is provided to Team Coordinators.
	Take part in On Call duty on a rotating basis outside office hours.	On Call service is provided to staff.
Level 2 Casual Staff support	Provide support, mentoring, coaching, supervision and performance management of casual Level 2 staff in accordance with the guidelines and policies of Multitask.	Documentation of supervision and staff coaching is available.
	Lead and manage Level 2 support staff including managing general queries and any issues with availability and On Call.	Feedback from participants and staff indicate the service is responsive to their needs and staff are supported.
	Ensure learning and development of staff is identified and actioned.	Training such as Maybo, manual handling refreshers etc. is arranged.
	In consultation with the Service Support Coordinator, manage work related injuries or health issues.	Work related Injuries and health issues are appropriately managed.
	In consultation with the Disability Services Coordinator, document, investigate and address all complaints, grievances and concerns through established grievance procedure.	Any complaints or grievances are documented and addressed in consultation with the Disability Services Coordinator.
	Maintain staff records pertaining to leave, training etc.	All staff records are current and maintained on a regular basis.
	Allocate shadow shifts in consultation with Team Coordinators.	Shadow shifts are allocated in a timely manner.
Administration	Communicate with staff as necessary to ensure efficient deployment of staff and service delivery.	Feedback from Team Coordinators and On Call staff indicates the service is efficient.
	Maintain accurate records of all communication with staff.	Records are accurately maintained.
	Maintain correct database information, making adjustments in Carelink system as notified of changes for staff.	Carelink and any database records are accurate and up to date.
Reporting	Identify permanent shift vacancies and communicate these to relevant Coordinators.	Shift vacancies are notified.
	Identify workforce issues and make referral to relevant internal supports and services.	Any workforce issues are referred to the relevant person.
	Develop and provide reports.	Reports are provided on request in timely manner.
	Attend to front counter enquiries in an efficient and polite manner.	All visitors are made comfortable and announced with any delay of over 5 minutes notified to them.

Reception support	Maintain security of the building.	All visitors have signed in and out of the visitors book.
	Answer and manage switchboard calls in an efficient and polite manner.	Feedback indicates that all calls are greeted and communicated to with politeness and a helpful attitude at all times. All calls are answered within 10 seconds and transferred to the correct person. Accurate detailed messages are taken when extensions are busy and passed via e-mail to the correct person.
	Process customer enquiries and orders for Business Services	Enquiries are passed on to the appropriate person with detailed accurate information.
	Manage the daily collection, processing and registering of all faxes and mail in a timely manner.	Mail is sent out on time and accurate records are available.
	Ensure reception is always tidy and adequately maintained.	Reception and meeting rooms are clean and tidy at all times.
Be compliant with Work Health and Safety (WH&S) and be responsible for ensuring standards are maintained.	Demonstrate knowledge and understanding of WHS requirements.	Documentation is produced in a timely manner, e.g. incident report forms, hazard notification form.
	Take all reasonable action to protect Multitask assets from damage and or loss.	Compliance policy, procedures and safe working practices are adhered to.
Continuous improvement	Use various tools to improve performance, ability and skill base to support growth and development with individuals and team work.	There is active participation in the supervision.
	Take opportunities to increase skills through identifying relevant training and study opportunities that will contribute to improved organisational outcomes.	There is active participation in relevant meetings, training activities etc. evidenced by calendar use.
		Relevant training is identified in supervision documentation and evidence it has been followed through.
	Demonstrate commitment to change management processes.	Organisational changes and sustainable environmental practice is supported.
Identify and develop project opportunities to address service gaps, implement project work and report on findings and recommendations.	There is evidence through supervision and meetings that gaps are identified and projects developed and undertaken to enhance service delivery.	
Be compliant with codes, guidelines, policies, procedures & Disability Service Standards	Demonstrate knowledge and understanding of codes, guidelines, policies and procedures and Services Standards as amended from time to time.	Codes, guidelines, policies, procedures and Service Standards are adhered to at all times.
Comply with Equal Opportunity and relevant legislation and support diversity.	Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; participants, other staff or the community. Model appropriate standards of professional conduct at all times.	Interactions with participants, colleagues and stakeholders are undertaken in a courteous and sensitive manner. Cultural and linguistic diversity is taken into consideration.
		There is positive feedback from others regarding your interactions.

Other duties related to the role as requested by the Services Support Coordinator or Nominee.

Essential Criteria

Qualifications

- A tertiary qualification in business administration or related discipline or equivalent experience

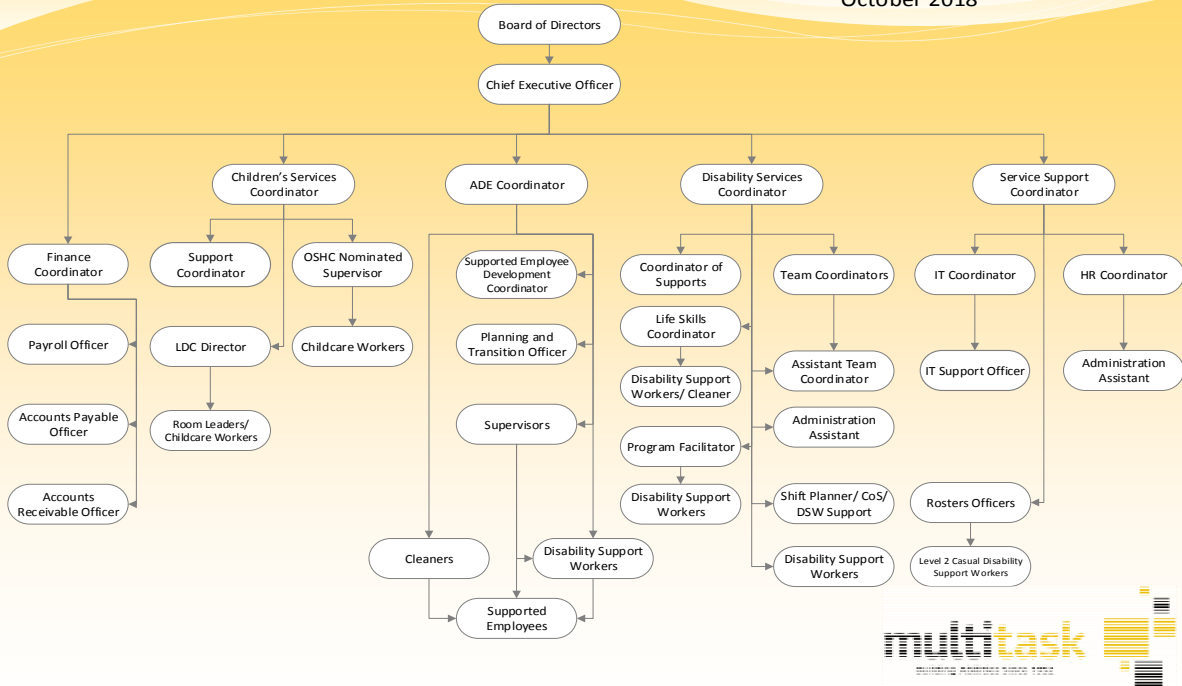
Professional skills and experience

- Previous experience with rostering
- Experience of supervising staff
- Well developed skills in the use of an electronic participant/staff management and rostering system e.g. Excel, Carelink+.
- Commitment to ensuring rostering does not conflict with statutory employee conditions
- Thorough understanding and commitment to WH&S Act, relevant Standards and EEO principles.
- Computer literate: able to use MS Word, Outlook & be comfortable with data entry
- Strong attention to detail and capacity to follow up issues

Interpersonal skills and experience

- Strong communication skills and demonstrated flexibility in methods of communication.
- Ability to negotiate and gain cooperation from staff from a diverse range of age groups, cultures and backgrounds
- Demonstrated ability to problem solve and use initiative.
- Capacity to prioritise workloads effectively and follow procedures
- A reasonable level of health and resilience to fulfil the demands of the role.

Organisational chart
October 2018



Variation to Conditions of Employment

These conditions of employment, your duties and your location may be varied by Multitask during the term of your employment. The terms and conditions in this Position Description are to be read in conjunction with the general terms and conditions of employment which form part of your letter of offer.

Agreement

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the general terms and conditions of employment and I agree to abide by the terms and conditions stipulated therein.

Name: _____ **Signature:** _____ **Date:** _____
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