

Position Description

Position title	Rostering Assistant
Department/Service	Operations
Location	Thurgoona
Position reports to	Rostering Team Leader
Positions reporting to this role	N/A
Financial delegation	N/A
Budget accountability	N/A
Employment basis	Permanent Full Time
Work Environment (e.g. Office based, Residential based, Community based)	
The Rostering role is based at Mercy Connect's Corporate Office in Thurgoona. The position requires sitting for long periods of time, phone and the use of computer systems with daily challenging priorities.	

Mercy Connect Values

Our values reflect the ethos of Mercy Ministry Companions; to enhance the wellbeing of others in our support. They are inspired by Catherine McAuley's legacy, guiding and empowering us to be better.

Our Mercy-led actions of compassion, hospitality, respect, innovation, teamwork and accountability bring us together in life and work.



Role Purpose

The Roster Assistant is responsible for the accurate scheduling of Disability Support Workers (DSW) and Participant service delivery. This will be achieved through collaboration with the Operations team and key stakeholders such as the Finance and People and Culture teams. The Roster assistant is responsible for the effective management of the rostering system and processes. The Roster Assistant will be the key contact for our frontline teams regarding shift fill, roster changes and must deliver excellent customer service to all internal and external stakeholders.

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Key Selection Criteria

- Experience with scheduling of rosters or demonstrable transferable skills
- Strong organisational skills, with the ability to prioritise demands, escalate where required, anticipate needs and forward plan.
- Experience in managing internal and external stakeholders to achieve set objectives.
- Excellent interpersonal skills to build and maintain strong, effective working relationships with internal and external stakeholders.
- Exceptional IT skills in the Microsoft suite of products and experience with databases and rostering systems.
- Thorough attention to detail and ability to anticipate and solve rostering problems efficiently and effectively.
- Proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines.
- Certificate IV in relevant studies or equivalent experience.
- Demonstrated experience in a general administration role, including operation of client management databases.

Other Requirements

- NDIS Worker Screening Check
- NDIS Worker Orientation Module
- Current Driver's License
- Some work outside normal rostered hours may be required.
- Hours may operate between 7am and 6pm

Please note it is the responsibility of all staff to notify the organisation if there are any changes to probity checks and/or driver's licence status.

Role Priorities

Role Priority 1:

Ensure that all Participants have staff rostered to provide service in accordance with their service agreement with consideration to skills, experience and training of available staff and suitability to Participant needs

Behavioural Guidelines	Evidence (KPI)
Assist Rostering Team Leader, Team Leaders and NDIS Specialist team to unpack participants funding packages ensuring that all schedules of support are accurately recorded in the Rostering System.	<ul style="list-style-type: none"> • Schedule of supports are set up in the rostering system in accordance with their correct funding line. • All participants have staff rostered to provide support within the agreed times and days for services. • Rules are correctly entered for all programs, group homes and community inclusion based on the funding packages. • Roster information is accurate and current.
Collaborate with Team Leaders to ensure staffing levels meet roster requirements, taking into consideration staff and participant preferences, leave management, training needs and any other factors which impact the ability to fill rosters.	<ul style="list-style-type: none"> • Daily shift fill completed to cover unplanned leave • Team Leaders are supported to fill planned shifts as required • Rostering system reflects allocated training for staff and shifts are backfilled. • Unallocated shifts are filled in collaboration with Team Leaders. • Operational rosters are filled 6 weeks in advance • Assistance is provided to the NST with deed of variations and quotes for changing participants funding packages.

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	<ul style="list-style-type: none"> Funding review updates are provided to Support Coordinators Supports are claimed (fees, transport) and are reviewed quarterly. Provide support as required to NST Reports provided as required to relevant stakeholders
Actively participate in the development and review of Supported Independent Living (SIL) funding with relevant stakeholders for the implementation of new and/or altered funding packages.	<ul style="list-style-type: none"> Roster changes are applied in accordance with funding changes and communicated to stakeholders in a timely manner.
Collaborate with Operational Managers, Team Leaders, the NST and all key stakeholders in the development of NDIS funding packages, ensuring plans are correctly implemented within the agreed timeframes.	<ul style="list-style-type: none"> Changes to roster rules are relayed to all stakeholders and implemented within a timely manner. NST and relevant stakeholders are notified of expiring plans.

Role Priority 2:

Build trust and improve efficiency and quality of rostering processes by striving for continuous improvement of systems and policies and procedures

Behavioural Guidelines	Evidence (KPI)
Interpret and apply industry related awards and applicable industrial instruments to rostering systems and processes to ensure all information is up to date.	<ul style="list-style-type: none"> Rosters are implemented in accordance with the SCHADS award and other relevant industrial agreements. Responsiveness to queries. Staff contract hours are met. Discrepancies in staff contract hours to rostered hours are reported to Team Leaders and Operations Managers. Reallocation of staff when Participant cancels a shift within the conditions of the Award. Escalation of concerns of non-compliance with Award / Industrial Agreement.
Minimise overtime by supporting Team Leaders in the effective management of planned and unplanned leave.	<ul style="list-style-type: none"> Planned leave is appropriately allocated to replacement staff. Processes in place to record and replace unplanned leave.
Regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc. to improve the quality of work for staff and support for Participants.	<ul style="list-style-type: none"> Identification of gaps / non-compliance and reported to relevant Managers. Process improvements are implemented in consultation with Managers.
Be an active participant in any change management initiatives to fully understand the impact of change and support the communication of these to all stakeholders.	<ul style="list-style-type: none"> Feedback and assistance provided. Attendance at all meetings relevant to Rostering system changes. Active contribution to the design/ development and implementation of new systems and/or processes.

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Role Priority 3:

Provide professional, efficient and customer focused services to all internal and external customers.

Behavioural Guidelines	Evidence (KPI)
Actively listen to each person to ensure they feel heard and ask questions to clarify understanding of the issue.	<ul style="list-style-type: none"> Issues are resolved to the satisfaction of the employee. Issues are resolved within agreed timeframes. Advice provided is in line with relevant awards and agreements.
Demonstrate responsible management of private and confidential information, ensuring it is managed in accordance with company policies and procedures.	<ul style="list-style-type: none"> Privacy and confidentiality is maintained.

I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
- I have read, understood and accepted the above position description and associated attachments.

Employee signature:

Print name:

Date:

Line Manager:

Print name:

Date: