

## JOB DESCRIPTION

<b>Job Title</b>	Roster Coordinator
<b>Department</b>	Disability & Support Team
<b>Responsible to</b>	Team Manager
<b>Responsible for (if applicable)</b>	NA

### Overall Purpose and Aim of Role:

- To make a positive and lasting difference to children and young people by overseeing the delivery of direct support that assists in meeting the needs of children, young people and young adults through being responsible for the rostering of Direct Care Support staff.

### CORE TASKS

#### Roster Co-ordination

- To supervise and co-ordinate the deployment of permanent and casual Key Workers and Support Workers (referred to as Support Workers) who provide direct care support to children in foster care, and to children, young people and adults accessing our disability services.
- To develop fortnightly rosters, verify timesheets and payroll reports and process expense claim forms for Support Workers; monitor and maintain database, including Support Worker contact reports.
- To support the CYPSS Co-ordinator and Disability team in the management of the Key Assets WA Disability and Support Workers, including participation in Support Worker peer group supervision as required.
- To support the team in the HR recruitment and selection processes for Support Workers including local induction and identifying training requirements.
- To monitor all CMS and databases ensuring they are kept up to date and accurate, including, but not limited to, records of Support Worker details, training, hours worked, and reports on contact.

#### Key Responsibilities

- To coordinate the team of Support Workers, including managing requests for support from Social Worker teams and the services users.
- To work closely with the Social Workers, Carers and support staff to ensure a fully integrated service.
- To have a sound understanding of HR, Award and Industrial Relations requirements relating to the support service and be apprised of all contractual arrangements when working within Fair Work conditions.
- To observe and implement Child Protection and Child Safe Procedures, Better Care Better Services Standards, and the National Standards for Disability Services and adhere to Safer Caring Guidelines and NDIS Practice Principles.
- To take a person-centered and creative approach to working with individuals.

### **Additional Duties**

- To contribute to the learning of colleagues and students.
- Will be expected to demonstrate the Key Assets' values
- Will be expected to undertake any training and development deemed necessary for the pursuance of the post.
- Will be expected to reach a minimum basic standard of I.T. competence to be able to use Company electronic systems effectively
- Will be expected to ensure compliance with Equal Opportunities Policy and Procedure in all employment practices.
- Will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds.
- Will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment
- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter, restrictive practice or serious complaint.

**It is the nature of work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and have to be undertaken.**

<b>Signed by Job Holder:</b>	
<b>Date:</b>	
<b>Signed by Line Manager:</b>	
<b>Date:</b>	

## PERSON SPECIFICATION

### Rostering Officer

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

**Key:** Assessed by Application Form: **A**  
 Assessed at Interview: **I**  
 Assessed by Test/ Exercise (if applicable) **T**  
 Assessed by Documentary Evidence **D**

	<b>Essential/ Desirable</b>	<b>Shortlisted Criteria</b>	<b>A</b>	<b>I</b>	<b>T</b>	<b>D</b>
<b>Education/ Qualifications</b>						
<ul style="list-style-type: none"> <li>Minimum of one year experience in rostering or equivalent role at a previous disability or human services organisation</li> <li>Willingness to undertake screening including criminal records, working with children check and NDIS Worker Screening.</li> </ul>	Essential	✓	✓			✓
<b>Experience/ Training</b>						
<ul style="list-style-type: none"> <li>High level of experience in rostering and coordinating a large number of people, preferably in a disability or human services environment</li> </ul>	Essential	✓	✓			
<ul style="list-style-type: none"> <li>Demonstrated ability to complete complex tasks with a high degree of accuracy</li> </ul>	Essential		✓			
<ul style="list-style-type: none"> <li>Experience in Workforce management and roster management</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Proven track record in building and maintaining effective working relationships with a range of stakeholders.</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>A proactive approach to problem solving</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Be proficient in the use of IT</li> </ul>	Essential		✓			
<ul style="list-style-type: none"> <li>Analytical Thinking and Data Analysis expertise</li> </ul>	Desirable		✓			
<ul style="list-style-type: none"> <li>Experience in business support tasks</li> </ul>	Essential	✓		✓		
<b>Knowledge &amp; Skills</b>						
<ul style="list-style-type: none"> <li>Knowledge of or experience in the disability, youth and/or not-for-profit community sector</li> </ul>	Essential			✓		
<ul style="list-style-type: none"> <li>Knowledge of the NDIS</li> </ul>	Desirable			✓		
<ul style="list-style-type: none"> <li>An understanding of Modern Awards e.g. Social, Community, Home Care and Disability Services Industry (SCHADS) Award with support</li> </ul>	Essential	✓				
<ul style="list-style-type: none"> <li>Understanding of Industrial relations legislation and how it applies in a rostering context as well as the ability to read and interpret Industrial awards and agreements with support</li> </ul>	Essential	✓				
<ul style="list-style-type: none"> <li>Excellent organisational skills with ability to prioritise and complete work within established deadlines</li> </ul>	Essential		✓	✓		
<ul style="list-style-type: none"> <li>Understanding of the NDIS Practice Standards</li> </ul>	Desirable			✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
<b>Personal Qualities</b>						
• Ability to communicate clearly and sensitively with children/young people and adults in different situations	Essential		✓	✓		
• Ability to demonstrate effective written communication skills	Essential		✓	✓		
• Reliable, flexible and dependable	Essential		✓	✓		
• Ability to work on own initiative and as part of a team	Essential		✓	✓		
• Interests external to a work environment	Desirable		✓	✓		
<b>Miscellaneous</b>						
• A commitment to Equal Opportunities in all work practices	Essential		✓	✓		
• A commitment to providing a professional and quality service	Essential			✓		
• Must possess a full clean open driving licence	Desirable			✓		
•	Essential		✓			✓
• Work collaboratively as a productive team member who seeks and provides feedback and solutions	Essential			✓		

**Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.**

<b>Signed by Job Holder:</b>	
<b>Date:</b>	
<b>Signed by Line Manager:</b>	
<b>Date:</b>	