



## Organisational Management

### Rosters Support – Position Description

<b>The Position</b>	The Rosters Support position is based at the FOCAL Business Centre, located at Wyvern House, Ipswich.
<b>Purpose of Position</b>	The preparation of accurate staff rosters, ensuring all client support requirements have been covered. Ensure client and staff satisfaction in the preparation and organisation of service delivery. Maintenance of the Client Management System, TRACCS.
<b>Conditions of Employment</b>	Appointment will depend on individual skills/experience in accordance with Level 2-3 of the <i>Social, Community Home Care and Disability Services Industry Award 2010</i> (SCHADS). With a clear progression contractually negotiated with the right candidate.  FOCAL is an equal opportunity employer which offers attractive Salary Sacrificing benefits.  This opportunity is an ongoing full-time position (76 hours a Fortnight) with negotiable working arrangements. There is a six (6) month probationary period.
<b>KPIs</b>	<ul style="list-style-type: none"> <li>• Prepare and distribute accurate staff and client rosters;</li> <li>• Ensure staff rosters are in-line with contracts and the Modern Award conditions and entitlements;</li> <li>• Ensure client rosters are in-line with approved Fee Schedules;</li> <li>• Process timesheets and mileage claims in TRACCS to ensure payroll can be processed accurately;</li> <li>• Process and approve Support Worker leave applications in-line with FOCAL policies and ensuring that sufficient staff numbers are available to continue the delivery of quality services;</li> <li>• Maintain and update TRACCS in a timely manner to ensure that all data stored is correct and up to date while allowing for accurate and timely reporting;</li> <li>• Refer all decision's and changes to service delivery to the Service Officer's/Manager's in-line with the '<i>Rostering Decision Making Matrix</i>';</li> <li>• Support the Management team to improve efficiencies;</li> <li>• Provide solutions to daily matters in a time sensitive way;</li> <li>• Fulfill any and all tasks necessary to ensure Focal meets its objectives of clients and staff satisfaction.</li> </ul>
<b>Essential Criteria for the Position</b>	<ul style="list-style-type: none"> <li>• Relevant Rostering and Scheduling experience;</li> <li>• Availability to participate in the weekly On-Call roster, which may include weekends;</li> <li>• Highly developed oral communication skills including the ability to communicate with a range of stakeholders (participants, carers, people of culturally and linguistically diverse backgrounds) and write professional correspondence and reports;</li> <li>• High level of interpersonal skills with an emphasis on maintaining confidentiality and integrity in all dealings;</li> <li>• Ability to work independently and be proactive;</li> <li>• Ability to follow Policy and Procedure;</li> <li>• Proficient use of Microsoft Suite;</li> <li>• Current positive notice – Working with children screening check (Blue Card) and Disability Services Positive Notice Card or willingness to obtain prior to commencement;</li> <li>• Attention to detail and ability to follow processes.</li> </ul>
<b>Desirable Criteria for the Position</b>	<ul style="list-style-type: none"> <li>• Qualifications/Training relevant to the position;</li> <li>• Experience working in the Human Services Sector and an understanding of the disability sector;</li> <li>• Experience with TRACCS;</li> <li>• Sound understanding and experience with the NDIS.</li> </ul>

Version Control	Current	Previous	Prior	Initial
OM – HR – Rosters Support	12/02/2020	14/10/2019	14/10/2019	14/10/2019

### Rostering Decision Making Matrix

<b>Level 1:</b>	Change affecting shift only and has no or limited impact on rosters;	Decision made by Rosters Support
<b>Level 2:</b>	Change affecting shift, impact on Master Roster (i.e. impact other clients and or staff);	Decision is made in collaboration with Service Officer/Manager
<b>Level 3:</b>	Changes that have a major impact;	Decision is made by Service Officer/Manager Rosters Support to offer suggestions
<b>On-Call A/Hours:</b>	Dealt with on a case by case basis, dependant on situation;	Initial decision by On-Call Officer Report via minutes to OST  Critical incidents are to be reported immediately to Service Officer/Manager & CEO

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