

**POSITION DESCRIPTION:**

<b>Position title:</b>	Rostering Officer
<b>Status:</b>	Full Time
<b>Location:</b>	Bendigo
<b>Classification level:</b>	SACS Level 3
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Reporting to:</b>	Rostering Team Leader
<b>Date Approved:</b>	19 <sup>th</sup> January 2024

**WORKING ENVIRONMENT****Code of Conduct**

All employees must abide by the Organisational Code of Conduct.

**Occupational 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 Organisations occupational health and safety policies and procedures.

**Performance Review:**

A Performance Review will be conducted using the Organisations Performance Management Process.

**POSITION SUMMARY**

An employee at this level may be required to supervise lower classified staff or volunteers in their day-to-day work. Employees with supervisory responsibilities may undertake some complex operational work and may undertake planning and co-ordination of activities within a clearly defined area of the organisation. Employees will be responsible for managing and planning their own work and that of subordinate staff or volunteers and may be required to deal with formal disciplinary issues within the work area.

**POSITION OBJECTIVES**

To assist with the management of the effective and efficient operation of the Rostering of employees with the policies, directions and delegations of Service Management. This is undertaken under the supervision of the Rostering Team Leader.

## **LEVEL OF RESPONSIBILITY**

This position is directly responsible to their immediate supervisor for all aspects of service delivery and organisational management whilst at work. The performance of this position is subject to general direction by the immediate supervisor of the relevant program in which the employee is working. The employee is required to undertake a range of activities requiring the exercising of initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.

At this level, employees will be required to take overall responsibility for the training, co-ordinating and supervising other employees and scheduling work programmes; and assisting in liaison and co-ordination with other services and programmes whilst assisting in interpretation of matters for which there are no clearly established practices and procedures although this will be undertaken under general guidance of the employee's immediate supervisor.

## **SUPERVISION**

An employee at this level works under general direction, operates within established routines, methods, standards and procedures and is expected to exercise initiative in the application of established work procedures and is responsible for managing time, planning and organising their own work.

An employee at this level may be required to supervise lower classified employees or volunteers in their day-to-day work.

## **KEY TASKS AND DUTIES** *(including Key Performance Indicators)*

- Roster employees for shifts ensuring mandatory skills and qualifications are current before they are allocated shifts
- Ensure efficient and effective use of staffing resources at the appropriate levels and skills required
- Timely input and processing in the rostering system
- Ensure hours worked by employees are monitored to ensure employees are working within any industrial obligations
- Audit rostered/completed shifts for payroll processing as required
- Managing employee leave, other planned/unplanned absences, shift changes and ensure replacement employees are in place in accordance with organisational requirements
- Actively respond to all rostering queries in an efficient and timely manner
- Maintain accurate and comprehensive record management, including timesheet and employee leave management
- Provide reports as directed
- Other duties as required

### *Key Performance Indicators*

- Update and cover rostered shifts as required
- Meet agreed performance targets
- Assist with ensuring all reporting requirements are met
- Refer to HR004-03 Key Performance Indicators

**QUALIFICATIONS**

Essential

- Relevant experience attained through previous appointments

**OTHER REQUIREMENTS**

- Proof of Eligibility to work in Australia
- Approved NDIS Worker Screening Clearance
- Approved Working with Children Clearance as per state requirements.
- NDIS Worker Orientation Module Certificate
- COVID-19 Vaccination Booster Certificate
- A current Victorian driver's licence

**SELECTION CRITERIA**

- Previous experience working in a similar role is required, particularly knowledge of best practice rostering procedures in a similar industry
- Effective communication skills and the ability to liaise effectively with employees and managers to coordinate shifts
- Sound knowledge of Office suite of programs, including Excel and Word as well as previous experience with a Client Management/Rostering system
- Well-developed capacity to manage the competing demands of a busy environment, work to deadlines and maintain attention to detail
- Ability to work independently and as part of a team

**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: \_\_\_\_\_



## Rostering Officer

Position:

ROSTERING OFFICER

Date:

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