

Position Description

Position Details

Position:	Assistant Rostering Officer		
Award:	Social, Community, Home Care and Disability Services industry Award 2010		
Fixed/Continuing:	Ongoing	Probation period:	6 Months
Level:	2.1	Work Base:	Mount Barker
Reports To:	Coordinator Payroll/Rostering	Direct Reports:	0
Context:	<p>HCO Disability and Community Services is committed to ensuring that the Values of the association are upheld through the provision of a professional, client centred service by:</p> <ul style="list-style-type: none"> • Valuing the uniqueness of the individual • Promotion of community inclusion • Promotion of social equality, encompassing the following principles • Provision of a continuous learning environment for all 		
Position Objectives:	To provide efficient, timely and accurate administrative, data entry and clerical support that ensures effective operations within the Client Services team and results in improved outcomes for clients.		
Key Responsibilities:	<ul style="list-style-type: none"> • To support the Rostering Officer in the development of the staff rosters for all services within the organisation • To work effectively with team leaders and staff to ensure rosters respond to client needs and take into account staff suitability • Any other duties commensurate with your level and skill set 		
Key Working Relationships:	<p>Internal:</p> <ul style="list-style-type: none"> • Coordinators • Team Leaders • Senior Support Workers • Support Staff <p>External:</p> <ul style="list-style-type: none"> • Clients and families 		
Special Conditions:	Successful DCSI screening and background checks		

Key Result Areas

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| Rostering: | <ul style="list-style-type: none"> • Maintain all rosters in accord with organisational procedures • Comply with Award requirements with respect to rostered hours and shift changes. • Undertake and process allocated work in accordance with contractual, legislative and procedural requirements pertinent to the organisation. • Accurately enter data into financial and administrative systems including CIM integrated financial system • Undertake filing and archiving of records |
| Relationship Building: | <ul style="list-style-type: none"> • Maintain effective working relationships by providing timely and accurate information to internal and external stakeholders. • Communicate directly with staff in relation to roster allocations and changes |

Core Capabilities

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| Communication: | <ul style="list-style-type: none"> • High level of communication skills written and verbal • Keep accurate and complete records in accordance with HCO's policies and procedures • Communicate in a manner that is consistent with HCO values |
| Service Improvement: | <ul style="list-style-type: none"> • Provide ideas for improvement and constructive input into change initiatives • Regularly review own work practices to identify areas for improvement • Take personal responsibility to resolve enquiries, requests or complaints specific to the role in accordance with HCO's policies and procedures |
| Flexibility and Adaptability: | <ul style="list-style-type: none"> • Adapt positively to changes in the environment and work demands • Demonstrate flexibility in thinking. • Show flexibility in coping with multiple and changing priorities |
| Team Working: | <ul style="list-style-type: none"> • Develop and maintain productive relationships with peers, and organisational teams • Attend and actively participate in team meetings, sharing ideas and contributing to discussions • Recognise the differing contributions of others in the team |
| Work Health & Safety: | <ul style="list-style-type: none"> • Comply with legislation and HCO's WHS policies, procedures and practices to maintain the health and safety of yourself and others • Participate in WHS related training, safety briefings and updates as required • Actively take responsibility for a safe working environment, reporting all incidences, near misses or any unsafe working practices |
| Financial: | <ul style="list-style-type: none"> • Adhere to all financial processes and polices |

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Key Outcomes

Requirements:

- Accurate data entry
- Consistently following organisational processes
- Meeting required timeframes and outcomes
- Rosters respond to client needs and take into account staff suitability
- Maintaining positive relationships with key stakeholders

Selection Criteria

Essential:

Experience:

- Proven experience with accurately processing high volume data
- Strong capabilities to effectively work under pressure
- Proven abilities to manage changing work priorities and achieve required outcomes within set timeframes
- Demonstrated ability to learn new software packages
- Capability to maintain effective working relationships with colleagues in a busy and demanding environment

Knowledge:

- Informed current knowledge of principles and practices relevant to best practice in office administration.

Desirable:

Qualifications:

- Certificate 3 or 4 qualification in Business related area or equivalent

Experience:

- Experience using CIM software package
- Working in a not for profit or service orientated environment
- Experience working in a rostering and/or payroll role

Knowledge:

- Knowledge of the SCHCADS Award and in particular clauses relevant to the rostering requirements for staff.

Approval

Name:

Sue Horsnell

Position:

CEO

Approval Date:

28th November 2018

Approval Review Date:

28th November 2020