

# Position Description

## Assistant Rostering Officer

### Position details

<b>Position:</b>	Assistant Rostering Officer		
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010		
<b>Fixed/Continuing:</b>	Continuing	<b>Probation period:</b>	6 months
<b>Level:</b>	2.1	<b>Direct reports :</b>	0
<b>Reports to:</b>	Coordinator Payroll/Rostering	<b>Work base:</b>	Mount Barker
<b>Context:</b>	<p>HCO 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"> <li>Valuing the uniqueness of the individual</li> <li>Promotion of community inclusion</li> <li>Promotion of social equality, encompassing the following principles</li> <li>Provision of a continuous learning environment for all</li> </ul>		
<b>Position objectives:</b>	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.		
<b>Key responsibilities:</b>	<ul style="list-style-type: none"> <li>To support the Rostering Officer in the development of the staff rosters for all services within the organisation</li> <li>To work effectively with team leaders and staff to ensure rosters respond to client needs and take into account staff suitability</li> <li>Any other duties commensurate with your level and skill set</li> </ul>		
<b>Key working relationships:</b>	Internal	<ul style="list-style-type: none"> <li>Coordinators</li> <li>Team Leaders</li> <li>Senior Support Workers</li> <li>Support Staff</li> </ul>	
	External	<ul style="list-style-type: none"> <li>Clients and families</li> </ul>	
<b>Special conditions:</b>	<ul style="list-style-type: none"> <li>Successful DHS screening and background checks</li> </ul>		

### Key result areas

<b>Rostering:</b>	<ul style="list-style-type: none"> <li>Maintain all rosters in accord with organisational procedures</li> <li>Comply with Award requirements with respect to rostered hours and shift changes.</li> <li>Undertake and process allocated work in accordance with contractual, legislative and procedural requirements pertinent to the organisation.</li> <li>Accurately enter data into financial and administrative systems including CIM integrated financial system</li> <li>Undertake filing and archiving of records</li> </ul>
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**Relationship building:**

- 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**

**Communication**

- High level of communication skills written and verbal.
- Keeps accurate and complete records in accordance with HCO's policies and procedures
- Communicates in a manner that is consistent with HCO values

**Service Improvement**

- 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 in accordance with HCO's policies and procedures

**Flexibility and Adaptability**

- 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**

- 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**

- 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**

- Adhere to all financial processes and polices

**Key outcomes**

- 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

CEO

Sue Horsnell

Date: 28 November, 2018

Review Date: 28 November, 2018

**Position:**

Assistant Rostering Officer

**Award:**

Social, Community, Home Care and Disability Services industry Award 2010