

“Supporting a Lifestyle for People with a Disability”

POSITION DESCRIPTION

ROSTERING OFFICER

PHILOSOPHY:

The Service will work towards maintaining people with disabilities in their own home within the community with a lifestyle of their choice that reflects the conditions of everyday life valued by the community.

A person's home may be either the family home or a home in the community of their own choice.

PURPOSE OF POSITION:

The Rostering Officer is required to manage the daily rostering of support for all Participants. The Rostering Officer is also required to provide assistance to the Support Facilitator and Support Manager as delegated, supervision of Lifestyle Assistants and continuous improvement and accountability that is consistent with the Mission and Values of Real Living Options Association Inc.

STATEMENT OF EMPLOYMENT:

- This position is full time at 38 hours a week.
- Salary is in accordance with the Social, Community, Home Care and Disability Industry Award 2010.
- Conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010
- The Rostering Officer works under the direction of and are accountable to the Support Facilitator and the Support Manager.
- The Rostering Officer is required to work from 8.30am to 5pm Monday and 8.30am to 4.30pm Tuesday to Friday. Alternative times may be negotiated with the Service Manager.
- Performance and Achievement Plans will be conducted annually.
- Salary Sacrifice will be offered as part of your employment following the probation period.

ROLE AND RESPONSIBILITIES:

Key Duties

The Rostering Officer is responsible for the daily rostering of support for Participants. The Rostering Officer is also required to assist the Support Facilitator and Support Manager in a range of activities relating to the support arrangements of Participants. This role includes but is not limited to:

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- Exercising a high level of interpersonal skills and professional judgement when dealing with Participants and/or their Representatives/Nominees and other stakeholders;
- Initial point of contact for incoming phone calls and directing calls as relevant;
- Maintaining up-to-date file notes of all information obtained relating to Participants;
- Ensuring individual support practices are directed by the Participant and/or their Representative/Nominee which meets the principles of the NDIS Operational Guidelines and the NDIS Quality and Safeguards Framework.
- Liaising with Participants and/or their Representative/Nominee as required to perform the duties of the role;
- Maintaining rosters of support arrangements for each Participant;
- Liaising with Lifestyle Assistants by phone, text and/or email to allocate staff to rosters;
- Ensuring that suitable replacement staff are engaged when a Lifestyle Assistant is unable to work at their scheduled time;
- Ensure as far as practicable that staff filling shifts have adequate information to perform the duties of the shift;
- Ensure as far as practicable that Participants and/or their Representative/Nominee is informed of any changes to their roster;
- Keep the Support Facilitator and Support Manager informed of rostering difficulties and the potential need to recruit staff;
- Ensure as far as practicable that new staff are scheduled for buddy shifts or relevant training;
- As far as practicable, reading shift reports and advising the Support Facilitator and Support Manager if any follow up action may be required;
- Approving support rosters as requested;
- Seeking assistance from the Support Facilitator, Support Manager and/or Service Manager on matters requiring advice and/or assistance;
- Be an active member of the On-call team of staff who manage the out of hours on-call phone;
- Other duties as requested from time to time.

General Responsibilities

- Project a positive image of Real Living Options Association Inc. in all dealings with Service Users, Families, Government Agencies and members of the general public.
- Adhere to all Policies and Procedures for Real Living Options Association Inc.
- Adhere to Real Living Options Association Inc. Staff and Volunteer Code of Conduct and the NDIS Code of Conduct at all times.
- Operate within the values, philosophies and practices of Real Living Options Association Inc.
- Undertake a range of activities requiring the application of established work procedures.
- Adopt work practices that support the Quality Management Systems of Real Living Options Association Inc.
- Work cooperatively and respectfully with all other staff and Management Committee Members at all times to ensure the best outcomes for the Service, Service Users and Families/Advocates.
- Attend and actively participate in organisational meetings as required.
- Attend and actively participate in training as required.

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- Be aware of safe working conditions and implement safe working practices in all work areas and report all potential hazards, incidents and concerns in a professional and timely manner.
- Undertake other duties as negotiated.

EXTENT OF AUTHORITY:

- Receive instructions on the broader aspects of the work;
- Freedom to act within defined established practices;
- Solutions to problems can generally be found in documented techniques precedents and guidelines or instructions. Assistance is available when required;
- Problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.

QUALIFICATIONS, KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED:

The following requirements are essential for the role of Assistant to the Support Facilitator;

The prerequisites for entry to this level would be:

- Associate Diploma with relevant experience; or
- Relevant certificate with relevant experience, or experience attained through previous appointments, services and/or study of an equivalent level of expertise and/or experience to undertake the range of activities required;

General Knowledge:

- Knowledge of organisational programs, policies and activities;
- Knowledge of the role of the organisation, its structure and services;
- The ability to use initiative and work independently or as instructed;
- The ability to utilise sound judgement, confidentiality and sensitivity within a busy environment;
- Effective written and interpersonal communication skills including an appropriate telephone manner;
- The ability to communicate effectively and work as part of a team;
- Effective time management skills including the ability to set priorities and monitor workflow to meet deadlines;
- The ability to handle stressful and adverse situations;
- The ability to communicate and work effectively with people with a disability;
- The ability to communicate and work effectively with diverse range of people;
- Knowledge of or the ability to acquire knowledge of the Social, Community, Home Care and Disability Services Industry Award 2010 as it relates to rostering employees.
- Knowledge of or the ability to rapidly acquire knowledge of the Disability Services Act 2006, National Disability Insurance Scheme Act 2013, National Disability Services Operational Guidelines and the NDIS Quality and Safeguards Framework.
- A good knowledge of computers and general office equipment; and
- A good knowledge of the Microsoft Office Suite of programs and previous use of databases.

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COMPLIANCE:

Essential:

- Disability Services Queensland Criminal History Screening Positive Notice
- Current non-restricted Queensland Driver's License

Desirable:

- Senior First Aid Certificate
- Working knowledge of Social Role Valorisation

I acknowledge that I have read, understood and agree to carry out the above Position Description for the position of Rostering Officer.

Name: _____

Signature: _____

Date: ____/____/____

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