



# HR: Rostering Coordinator

## Position Description

<b>Position Title</b>	Rostering Coordinator
<b>Responsible To</b>	Manager, Workforce & Culture
<b>Classification</b>	
<b>Date Last Updated</b>	24 November 2016

## Overview of Lighthouse Disability

Lighthouse Disability is an accommodation and support service for people with diverse and complex disabilities. We work with the people we support and their families using a Person Centred Plan approach to care. This means that we optimise people's choices and control over their lives.

As a high quality service delivery organisation, we are committed to developing and maintaining an organisational culture that promotes choice and control, the wellbeing and safety of the people we support, and our staff.

We aim to be an employer of choice where staff are valued and actively contribute to positive outcomes of the people we support, and to our workplace environment. The efforts of all staff directly or indirectly contribute to optimum outcomes for the people we support irrespective of designated roles and responsibilities.

Therefore, we take pride in recruiting people with values that are consistent with a Person Centred approach, who enjoy working as a team member and who are keen to learn. Lighthouse Disability is looking forward to exploring new ways of working that arise from the introduction of the National Disability Insurance Scheme.

### Summary of Role

Reporting to the Manager, Workforce and Culture, the Rostering Coordinator is responsible for ensuring rostered shifts are covered, maintaining the roster database and receiving and processing information in relation to shift coverage resulting in positive outcomes for people supported.

The Rostering Coordinator will work independently within established guidelines and will work to find solutions to rostering problems, referring to procedures and seeking assistance when necessary or when required by limits of authority.

### Organisational Relationships

The Rostering Coordinator will develop and maintain positive working relationships with Managers, Service Delivery and ensure excellent customer service standards to the wider Lighthouse Disability workforce. Strong working ties will be maintained with casual labour hire agencies.

## Key Result Areas

### KEY RESULT AREA 1

Ensures rostered shifts are appropriately filled on an ongoing basis.

### Key Performance Indicators

- Evidenced by shifts being filled on a daily basis
- Relevant Lighthouse Disability staff are contacted in relation to shift fills (prior to contacting labour hire)
- All shift variations are entered accurately in a timely manner
- Leave (personal leave, emergency leave) is entered accurately into the system
- Information is recorded accurately in relation to shift coverage
- Rosters are regularly monitored and reviewed for accuracy



---

## KEY RESULT AREA 2

There is a high level of understanding of Policies and Procedures and Legislative Requirements applicable to Lighthouse Disability Rostering Services.

### Key Performance Indicators

- All shifts are filled in accordance with enterprise agreement requirements (rostering rules)
- There is evidence of liaison with Payroll to ensure consistency with rosters and timesheets
- The 'bulk orders' process to the labour hire agency is managed within appropriate time frames
- There is timely communication with relevant Managers, Service Delivery to receive authority to roster certain shifts/workers, e.g. recreation shifts
- Frontline staff are advised of shift changes and provided with information about rostering rules
- Training shifts, induction and orientation shifts are entered accurately in a timely way and there is appropriate liaison in regard to these

## KEY RESULT AREA 3

Customer Service is provided at an exemplary level for both internal and external customers.

### Key Performance Indicators

- The response time for phone calls is efficient and information provided to the caller is appropriate
- Managers, workers and agency staff report provide positive feedback in regard to the service provided
- Appropriate time is allocated to discuss matters and to ensure follow up with relevant stakeholders

## KEY RESULT AREA 4

Assistance is provided to the Manager, Workforce and Culture in relation to analysis and trending of rostering matters.

### Key Performance Indicators

- Requested spreadsheets are developed and maintained
- Level of analysis provided reflects requests made by manager
- Information is provided in a timely manner

# Job Competencies: Skills, Experience and Knowledge

## Essential Minimum Requirements

- Intermediate to advanced MS Office skills with a focus on Word, Excel, PowerPoint and Outlook
- Previous experience of *Emplive* or other rostering software
- Ability to co-ordinate and maintain various systems and procedures
- Ability to interpret legislation
- Knowledge of and familiarity with office systems
- Ability to determine work priorities for self
- Ability to handle difficult situations and work under pressure

## Personal Attributes

- Professional presentation
- Exceptional phone manner with the ability to handle a high volume of calls
- Excellent communication skills both written and verbal
- Strong commitment to providing excellent customer service
- Ability to work effectively in a fast paced environment
- Highly motivated, personable and proactive nature



- Strong attention to detail
- Ability to maintain confidentiality (essential)
- Respectful of clients and their families and carers as valued members of the community

**Assist in maintaining an effective team and smooth operation and development of the organisation by:**

- Maintaining a professional approach in the workplace by adhering to Lighthouse Disability values and goals and the Code of Conduct
- Maintaining professional and technical knowledge by attending relevant training workshops or seminars, as required by the organisation, funding bodies and legislative requirements
- Participating in Lighthouse Disability reporting mechanisms, including the entry of electronic data as required
- Working collaboratively with colleagues and contributing to the development and stability of the staff team
- Maintaining Equal Opportunity principles in the workplace by adhering to EO legislation and relevant Human Resource policies
- Maintaining a culturally aware and sensitive profile with the customer base and other staff of the organisation by adhering to Lighthouse Disability values and contributing to staff development, knowledge and understanding of cultural diversity
- Solving problems relating to the effective management of rostered shifts
- Exercising initiative in the application of established work procedures and may require establishing goals/objectives and outcomes for their own particular work program

**Conditions of Employment**

- Will require a DCSI clearance
- Will need current driver’s licence
- Undertake a pre-employment medical assessment

**Work Health and Safety**

Maintains a healthy and safe workplace by:

- Taking reasonable care to protect own safety and that of others whilst at work
- Adhering to WHS legislation, policies and procedures
- Obeying any reasonable instruction from Lighthouse Disability management in regard to health and safety
- Using and maintaining equipment provided for health or safety purposes
- Not being affected by consumption of alcohol or other drugs
- Reporting any identified unsafe conditions, risks, hazards as soon as possible (within 24 hours of an incident)
- Adhering to Lighthouse Disability’s manual handling plans
- Actively supporting any colleague who may injure themselves at work including supporting colleagues on return to work programmes

**Organisational Requirements**

- Work in a manner that is consistent with Lighthouse Disability’s values
- An ability to record and maintain accurate non-judgemental information

Print name	Sign name
Your signature acknowledges that you have read and understood this document.	
Date	/ /