

POSITION DESCRIPTION

Position Title:	Rostering Officer
Department:	Operations
Immediate Manager:	Roster Manager
Manager One Removed:	Regional Manager (South)

The Organisation

Possability is a state-wide Tasmanian non-profit organisation, providing a range of quality individual and flexible support options, supported accommodation, respite and intensive support for people with disability.

Our vision is to empower people with additional needs to achieve their vision of a good life by delivering excellence in support.

Possability is committed to providing a quality service designed to be responsive and flexible to individual needs. We do this by removing barriers, increasing options, developing skills and lobbying for change to enable people to achieve their personal goals and achieve their vision of a good life.

Position Purpose

The purpose of this role is to assist in the efficient and effective deployment of our most critical resource, our people.

Operating Context

The position is required to set and mutually agree priorities and monitor work flow in the areas of responsibility, has the authority to exercise a degree of autonomy within the key responsibilities and duties and will be required to exercise initiative and professional judgment where practices and direction are not clearly defined. Any issues falling outside these areas are to be referred to the position's manager.

Autonomy

This position is directly responsible to their immediate manager for all aspects of service delivery under their control.

Role Accountabilities

1. In conjunction with the Team Leaders, oversee the regional services rostering function, by managing rostering templates for house and individual rosters, rolling over employee rosters where employees are given 4 weeks' notice of permanent shifts and manage shift swaps and changes on a daily basis.
2. In conjunction with the Team Leaders, ensure that shifts are filled in a timely manner and in such a way as to ensure minimum disruption to clients and ensure maximum cost effectiveness to the organisation.
3. Audit timesheets each Monday morning for payroll processing.
4. Advise and support Team Leaders in the population of and update of roster templates in a timely an

efficient manner, ensuring that all industrial relation obligations are adhered to.

5. In consultation with Team Leaders, process annual leave requests
6. Ensure hours worked by employees are monitored regionally to ensure employees are ~~not~~ working within any industrial relation obligations.
7. Coordinate the rostering of new employees to ensure that they undertake on-site induction training in a timely, efficient and cost effective manner.
8. Provide expert advice to Team Leaders on the industrial relations obligations the organisation must meet and recommendations on the most efficient and cost effective rostering model for a site and region.
9. Maintain accurate and timely documentation.
10. Build, generate and run reports as requested.
11. Respond to and appropriately manage employee queries in regards to their rosters.

Generic Accountabilities – All Employees

To provide clients with high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life all employees are expected to:

1. To demonstrate consideration, understanding and respect for clients and their families at all times in all interactions.
2. Ensure personal and team contribution support overall team effectiveness by demonstrating a high level of commitment and efficient follow through of any tasks until completion or as otherwise agreed with the CEO.
3. Monitor and report performance against KPIs and take corrective action as required.
4. Consult and collaborate with colleagues, managers and subject matters experts (internally and externally) to ensure the best possible outcomes for Possability.
5. Provide a safe working environment within your area of responsibility, actively participating in and supporting a 'safety first' business culture.
6. Ensure compliance with Statutory and Regulatory requirements, and Possability policies, processes and procedures.
7. Emulate and encourage others to adhere to, Possability's values in all work related activities.

Role Dimensions

This position manages:	Nil
Expenditure Authority:	As per policy
Expense Budget:	Nil
Revenue Budget:	Nil
Assets under control:	Nil

Key Performance Indicators

- To be agreed with the direct manager.

Relationships	
Internal	External
Regional Managers	Software provider
Operational Supervisors	
Human Resources	
Payroll	
Employees	

Selection Criteria	
Essential Qualifications and Experience	1.5-3 years of experience coordinating rostering services in a large multi-faceted organisation. - Disability services industry expertise (preferred).
Level of Expertise	- Highly developed data input skills - Highly developed analytical skills with the ability to manipulate and analyse raw data and present the analysis in an appropriate manner - Highly developed prioritisation skills with a proven ability to manage work load in order to achieve business outcomes - Highly developed software literacy skills across all common MSOffice products and specifically in rostering software packages - Well developed problem solving skills, including root cause analysis - Well developed written and verbal communication skills, including negotiation skills
Behaviours	- Confidentiality – applies the highest level of confidentiality, understanding that confidentiality is an imperative for clients, their families, fellow employees and Possability. - Emulating Values – demonstrates, through behavior, an alignment to and an understanding of Possability's values and the criticality of those values to Possability's ongoing success. Delivering Results – efficient follow through of any tasks to completion or as otherwise determined by the direct supervisor or designated employee. - Analytical Thinking and Data Analysis – understands the operating environment and makes decisions based on fact-based analysis. - Commercial Thinking – practically applies technical/functional expertise and challenges the status quo in contributing to business success. - Risk Adverse – identifies compliance risks and acts to minimize such risks - Delivering Results – drives and delivers performance against set goals. - Adapting to Change – seeks opportunities to transform the business by adapting to change in a positive and responsive manner. - Formulating Concepts – demonstrates short to medium term visioning and develops a plan to achieve the vision. - Exercising initiative and/or judgement - appreciation of the necessity to exercise limited initiative and/or judgement within clearly established procedures and/or guidelines to find positive solutions in response to identified needs. - Approachable – willingly engages with employees to resolve their queries in a concise, accurate and timely manner.

Possability

Other Requirements

- State-wide travel as required to meet business needs
- Provision of a satisfactory National Police Check
- Provision of a satisfactory pre-employment medical report

Possability Values

All of Possability's "ways of working" flow from the following values.

Humanity: Human rights and dignity underpin all our decisions and actions. We believe that every individual has the potential to grow and the right to determine how their life will be lived.

Innovation: Driven by our commitment to excellence, we are continually learning, taking on new challenges, and constantly finding ways to excel in the dynamic world we operate in.

Accountability: We know where we are heading and why. By being efficient, effective and persistent we find ways to make things possible and deliver results.

Honour: We take pride in our work, are true to our word, honour our commitments and treat our colleagues and clients with integrity and respect.

Version Control

Version	Effective from	Comments
001	February 2016	Updated template