CRANES

Role Profile - 2021

Title	**Rostering Officer**
Reporting to	**Rostering Coordinator**
Position Supervises	**Nil**
Reviewed & Approved	**CEO**
Position is	Part-time (50 hours per fortnight)
Classification	**SCHADS Award Level 3**

Job Purpose

The primary purpose of the position is to support the day-to-day rostering of CRANES support workers as overseen by the rostering coordinator. This position aims to grow CRANES business by ensuring that our growing customer base have access to suitable support workers and that our support workers enjoy a liveable wage through the effective rostering of their time.

Here at CRANES, we believe in employing the right people for the right post. We employ against competencies. You will see that these are split into two sections.

Core Competencies: We expect every single employee from the Chief Executive down to be able to meet the core competencies and values embedded within this section.

Role Specific Competencies: Seek to direct staff to the specific competencies they need to be able to meet to do their role efficiently. The role specific competencies are measured within staff supervision and ultimately against the business plan.

Core Competencies

Communication

- Listens to others
- Asks relevant & pertinent questions
- Communicates in a clear & concise way
- Effectively uses a range of communication tools & techniques
- Keeps accurate, objective & clear records

Have a positive & practical approach to work

- Tackles things in a direct & orderly manner
- Can be depended upon to get things right
- Able to prioritise tasks & manage workload
- Reliable under pressure

Work well with other people

- Earns the respect of others
- Shows respect for the views & actions of others
- Builds & maintains mutually beneficial relationships
- Motivates self & others

Able to respond to & solve problems

- Plans ahead
- Tackles issues voluntarily & positively

Core Competencies

- Able to identify the cause & not just the symptoms of problems
- Able to anticipate problems & develop solutions in advance
- Solves problems in a calm, direct & organised manner
- Helps other people with problems

Able to innovate & have new ideas

- Full of ideas which provide fresh insight and broader perspectives
- Responds positively to change
- Self-motivated

Contributes to a safe working environment

- Complies at all times with WHS requirements, demonstrating safe workplace practices and behaviours and encouraging the same of others
- Takes reasonable care for own health and safety and the health and safety of others in the workplace
- Reports all incidents, near misses and hazards in accordance with WHS Policy and Procedures
- Participates and contributes in WHS training and consultation as required and supports the development and implementation of safe work practices

Role Specific Competencies

Rostering Coordination

In consultation with the Rostering Coordinator:

- Support the development of the master roster (ongoing).
    - Liaise with customers and Department Managers to develop efficiencies within the master roster.
- Make / changes to the roster (daily)
- Ensure staff are meeting their contract hours and that overtime is minimised. Liaise with Department Managers where overtime may be required.
- Liaise with customers with regards to cancellations / changes in service required or complaints and escalate to appropriate Department Manager if required.
- Liaise with support workers to fill shifts and advise of cancellations / changes to their roster.
- Keep up to date with CRNAES range of programs as they relate to your area of responsibility.

Stakeholders

- Provide a high level of customer service to customers / key stakeholders as required
- Show commitment to working as part of a wider team of CRANES employees and supports other internal departments where required.

General

- Manage workload effectively with excellent time management and organisational skills, to ensure deadlines are met.
- Use a continuous improvement approach when coordinating staff rostering.
- Comply with all CRANES Health and Safety requirements and policies.
- Work the hours dictated by the requirements of the position.
- Other duties as directed by the Rostering Coordinator.

Administration

- Perform high level administration tasks relevant to the area of responsibility.
- Understands written guidelines, awards and acts accordingly (including policies and procedures).
- Keeps accurate and up-to-date records in the relevant CRM / Rostering system/s.

Selection Criteria
About You *Ideally* ▪ Previous experience coordinating staff and managing work rosters in a Disability / Aged Care setting. ▪ Previous experience working within the Social, Community, Home Care and Disability Services Award. *Essential* ▪ Relevant experience supporting relationships with internal and external stakeholders. ▪ Effective communicator who is able to express themselves clearly verbally and in writing. ▪ Excellent organisational skills. ▪ Demonstrated ability to work in a fast-paced environment with a calm and professional approach to dealing with issues. ▪ Demonstrated experience in using software packages including Microsoft Office applications at an intermediate level skills and CRM / Rostering databases.

***Please note: The successful candidate will be required to participate in an Australian Federal* Police check, and a Working with Children Check, prior to confirmation of appointment to the position.**

The successful candidate will also be required to demonstrate entitlement to work in Australia, and to disclose any pre-existing injury or disease which may be adversely affected by undertaking the inherent requirements of the position.

I acknowledge that:

- Statements in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive.
- I have read, understood and accepted the above position description and any corresponding attachments.
- I confirm my skills, experience and qualification match those of the role profile.
- I consent to CRANES disclosing my personal details to third parties to undergo required probity checks as part of my application process and during my employment with CRANES.
- I agree to inform CRANES immediately of any changes to my criminal record status.
- CRANES is a child safe organisation and I have a responsibility to uphold CRANES commitment to ensuring the safety and wellbeing of all children.

Initial all pages of the Position Description, sign and complete below. Keep one copy for yourself and return one copy to HR for filing.		**Date**
Employee Name:		
Employee Sign:		
Manager Name:		
Manager Sign:		