

Position Title:	Rostering Coordinator
Division:	Operations
Direct Reports:	Support Workers

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 1000 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The Centralised Rostering and Booking Team is responsible for ensuring Customer Service needs are met by rostering appropriate support staff and/or scheduling specialist services, planners and customer coordinators in a timely manner. Additionally the team is responsible for the management of all support workers working across multiple client services within the organisation.

KEY OBJECTIVE OF THE POSITION:

The Rostering Coordinator is responsible for ensuring that all rostering and booking requests are met within a timely and efficient manner. Additionally the Rostering Coordinator is responsible for providing leadership and supervision to support workers.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Excellent time management and prioritisation skills
- Excellent oral and written communication skills
- The ability to demonstrate initiative
- The ability to work effectively as part of a team
- The ability to work efficiently under pressure
- High level of inter-personal skills
- High level of numeracy skills and attention to detail

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Previous experience in an administration role
- Previous experience in using staff management software
- Proficient in the use of all Microsoft Office applications and email
- Experience in providing support and supervision to staff
- Previous experience in the disability/community services sector would be desirable

DELEGATION LEVEL

- Level 5

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- Effectively communicates with all relevant stakeholders to ensure their rostering and booking needs are met.
- Liaises with the Recruitment Specialist to manage recruitment needs.
- Effectively communicates with support workers to ensure they have all the information they need in regards to shifts they are rostered to complete.

Relationship Building

- Initiates, develops and maintains good working relationships with all stakeholders.
- Maintains good working relationships with team members.

Problem Solving

- Researches options and provides solutions to problems.
- Uses initiative to prioritise work deadlines.
- Is flexible in their approach to achieve optimum business outcomes.

Leadership

- Provides support and leadership to support workers within their area of responsibility.

Financial Impact

- Attention to detail is required in this role to ensure efficient business operations.

Time Impact

- Responds to rostering and booking requests within appropriate timeframes.

DUTIES

The typical duties of this position include:

1. Act quickly and efficiently to fill short and long term support work vacancies as identified by the Customer, IPA, Customer Coordinator, Service Coordinator or Centre Based Coordinator.

2. Ensure the timely booking of all Frontline Specialist Support Services, IPA's and Customer Coordinators.
3. Maintain an accurate and up to date database of support workers who work across multiple client services.
4. Maintain up to date records on support worker preferences, for example availability, distance willing to travel etc.
5. Act quickly and efficiently to fill rostering and booking vacancies at short notice due to existing staff unavailability.
6. Ensure support workers are using carelink+ mobile (CLM) to view rostered shifts, client documentation, and to log in and out of shifts.
7. Act quickly to manage rostering and booking amendments and cancellations.
8. View and manage all shift rejects and unapproved roster items to ensure all items are approved in carelink+ prior to payroll deadlines.
9. Provide leadership, support and supervision to support workers under area of responsibility.
10. Ensure support workers under area of responsibility maintain up to date training records.
11. Provide support and advice to customers who require information regarding rosters and shift details.
12. Respond quickly to rostering and booking enquiries.
13. Liaise with Recruitment Specialist to ensure that the pool of support workers remains sufficient to meet service needs.
14. Liaise with external providers to fill vacancies as required.
15. Work collaboratively with team members to support each other during periods of planned leave/absences.
16. Work within a rotating roster to provide On Call services to customers and support workers outside of business hours.
17. Follow On Call Policies and Procedures when rostered On Call.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.