

Description

Job Title: Workforce Rostering Coordinator
Ref No: OP12
Portfolio & Program: Aged Care Services
Reporting Relationship: Rostering Lead
Classification: Salaried
Date: November 2018

Our vision is justice, respect and fullness of life for all. Our mission is to provide care and support with a voice for disadvantaged and vulnerable people in our communities.

My purpose is to...

Support the effective utilisation of AnglicareSA's Aged Care Workforce through timely and effective rostering practices that deliver against customer and business benchmarks.

I will make a difference when I...

Technical Skills

- Assist in the creation, editing and maintenance of rosters taking into account the terms and conditions outlined in individual contracts, Enterprise Bargaining Agreements, industry standards and the National Employment Standards.
- Identify and propose systemic and innovative solutions to remedy gaps and achieve improvements in rostering and Workforce related matters across the Aged Care Services Division.
- Ensure that business units within Aged Care Services operate within predetermined Workforce benchmarking.
- Manage and maintain rostering systems to improve customer service and deliver best practice services.
- Contribute to the development of mechanisms and processes to monitor and escalate the effective management of AnglicareSA's Aged Care Workforce, (outcomes, outputs and KPIs)
- Provide orientation to new staff on best practice rostering processes within AnglicareSA's Aged Care Services operational framework.

Customer Service

- Act in a professional manner at all times to provide a prompt, courteous, responsive and flexible service to all customers and staff.
- Assist in the management and maintenance of systems to improve customer service and deliver best practice services.
- Work collaboratively with service areas, team leaders and Service Managers to facilitate a seamless approach to customer service provision.

People Engagement

- Support a culture that engages employees through communication, recognition and collaboration.
- Maintain a consultative working relationship with staff in AnglicareSA to form a consolidated and informed position.
- Maintains effective communication with rostering team/rostering lead through oral and written correspondence and monthly progress reports.
- Act as a change agent to facilitate new or enhanced rostering processes

Quality and Risk Management

- Support the implementation of quality and risk systems to meet quality and accreditation standards and support workforce management
- Participate in organisational quality and risk management functions
- Contribute to the maintenance, monitoring and review of policy, program and system activity pertaining to rostering and workforce management

Work Health and Safety (WH&S)

- Contribute to the positive growth of the organisation's safety culture through active participation in safety initiatives, such as proactive identification and reporting of incidents, hazards and near miss events.
- Assist in the evaluation of hazards and immediately report any accidents or near misses.

To make a difference I will...

- Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
- To be physically and mentally capable and report to work in a fit state to perform all duties.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.
- Have evidence of my right to work in Australia
- Obtain and maintain a National Police History Check
- Keep up to date with accreditation standards and industry developments for best practice in aged care, rostering practices and Human Resource related matters.

- ☒ Willing to work at other sites as required ☒ Elder Abuse Reporting
☒ Out of hours guidance and attendance may be required

Working Relationships: Rostering Lead

I will utilise my.....

Qualifications

- *Certificate 3 in Business Administration or similar qualification (desirable)*

Skills and Abilities

- *Previous Rostering experience (essential)*
- *Demonstrated in depth knowledge of rostering processes and best practice.*
- *Knowledge of business practices, policies and priorities relating to rostering and workforce management.*
- *Capacity to work on a range of tasks in a dynamic, changeable environment*
- *Ability to communicate effectively, both written and verbally*
- *Knowledge and understanding of the legislative and quality requirements applicable to Aged Care.*
- *Computer proficiency in the operation of clinical and care management software and Windows based software applications (Outlook, Word, Excel, PowerPoint) and internet technologies*
- *Possess drive, initiative and the ability to positively adjust to changing requirements and situations;*
- *Collaborative, flexible approach to problem solving*
- *WH&S knowledge and skills suitable for the position.*
- *Work within a team environment in accordance with AnglicareSA values.*
- *Experience in the critical analysis and review of policy, plans and/ or initiatives*
- *Ability to think logically, interpret, assess, analyse and review information and issues and provide clear and succinct arguments and effective solutions*

My dedication and commitment

Job holder Signature: Date:

Print Job holder Name:

General Manager, Aged Care Services: 

Date: 7/12/18