



## Job and Person Specification

### Roster Support Officer

Code:	OSJD136
Classification:	Non-Award/Negotiated Package
Reports To:	Roster Support Lead
Approved By (Title):	Operational Services Executive
Approved By (Signature):	
Date of Approval:	

I have read the content of this Job and Person Specification and agree that I have the ability and commitment to meet the requirements of the position in addition to upholding the Purpose, Values and Strategic Directions of Eldercare.

Acknowledged By Employee:	[acceptance_status]
Name of Employee:	[candidate_name]
Date of Acknowledgement:	[acceptance_date]

# Eldercare

## Our Purpose

*Delivering peace of mind with our care.*

## Our Values

### Respect

#### **Value in Action - We protect the dignity, rights and values of individuals.**

All people are important to Eldercare, and everyone deserves to be respected in accordance with our founding Christian principles.

Diversity of experience, culture and opinion is valued and encouraged.

How we go about things is just as important as what we actually do. We protect the dignity, rights and values of individuals.

Our services encompass mind, body and spirit and aim to build well-being and resilience.

### Accountability

#### **Value in Action - We are all responsible for working safely and with integrity.**

Eldercare is known as a safe and reliable organisation. Residents, clients, their families and friends rely on Eldercare to care for the people that they love with respect and dignity. We have a role to play in providing residents and their families with peace of mind.

Eldercare is committed to serving the community for the long term, so our decisions are made with this in mind.

We display collaborative leadership throughout our organisation, and we learn from our mistakes.

We continually strive to improve and respectfully challenge the status quo with improvement in mind.

All of our actions are focused on maintaining the integrity of our commitments. Each of us at Eldercare is responsible for our own behaviours for ensuring the best quality care is provided and for the success of the organisation.

### Connection

#### **Value in Action - We develop vibrant and supportive relationships based on warmth and generosity.**

We create environments where warmth and generosity are present. We reconnect residents with their own purpose and meaning and do everything we can to help them live a fulfilling life.

We are committed to building vibrant, supportive and connected retirement living and residential care communities where resident choice is paramount, and the uniqueness of each resident is discovered.

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## Our Diversity & White Ribbon Commitment

Eldercare welcomes diversity. Regardless of their culture, religion, spirituality, age, gender, sexuality, disability, socio-economic background or personal experiences, our people are included and respected.

Eldercare encourages respectful relationships and does not accept any form of gender-based violence in the workplace.

Eldercare is committed to preventing violence against women and is proud to be a White Ribbon Accredited Workplace to support victims of abuse.

All employees can expect to receive fair and equal treatment and to be free from discrimination in all aspects of their life with Eldercare.

## JOB SPECIFICATION

### Summary of the broad purpose of the position in relation to organisation goals

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The Roster Support Officer will be responsible for roster support functions for Eldercare sites in accordance to established policies and procedures.

### Reporting/Working Relationships

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- Reports directly to the Roster Support Lead on a day-to-day basis.
- Works collaboratively with all staff.

### Special Conditions

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- Flexibility to work a rotating roster, Public Holiday and on-call hours required
- Police Clearance Certificate relevant to the Aged Care industry is essential
- The position is based at Head Office but travel to sites will be required
- Must hold a current SA Driver's Licence.

### Statement of Key Outcomes and Associated Activities

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- Preparation and distribution of schedules taking into account award requirements
- Available to provide on-call assistance regarding unplanned leave to Eldercare staff on a rotating basis
- Organise replacement staff for periods of absence, both planned and unplanned, to ensure roster requirements at site are met
- Verify hours worked by Eldercare staff based at sites
- Ensure effective use of Eldercare staff to minimise agency usage and provide continuity of care to residents
- Monitor unplanned leave and liaise with Site Operations Managers
- Coordination of the casual relief pool for nursing and personal care, lifestyle, hospitality and site administration staff
- Attend to staff enquiries regarding rosters and leave
- Update staff details in rostering system including care skills and employee type

# Eldercare

- Enter training and meeting details in rostering system for staff ensuring notifications are sent prior to training and meeting dates
- Other duties as required to meet the needs of the business.

## WHS Responsibilities

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### *All Employees:*

- Takes reasonable care to protect own health and safety, and to avoid adversely affecting others. This includes as far as reasonable using equipment provided for WHS purposes, obeying reasonable WHS instructions, complying with all WHS policies, procedures, safe operating procedures, work practices and associated WHS documents
- Ensures that they are not affected by alcohol or drugs to the extent that they endanger their own safety or the health and safety of others.

**Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified as necessary. Position statements and Employee performance will be reviewed regularly.**

## PERSON SPECIFICATION

### Essential Minimum Requirements

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#### Personal Abilities/Aptitude/Skills

- Excellent attention to detail and accuracy
- Proven strong organisational skills to enable arrangement and coordination of schedules
- Ability to resolve rostering needs in a fast paced and changing environment whilst considering related industrial instruments
- Well-developed written and verbal communication skills with the ability to liaise with a broad range of stakeholders in order to establish and maintain positive working relationships
- Ability to maintain confidentiality
- Exceptional customer service skills
- Exceptional time management skills and an ability to work under pressure
- Ability to prioritise workloads and meet deadlines
- Problem solving skills to assist with resolving day to day issues
- Ability to work with limited direction whilst working as part of a team
- Ability to work a flexible roster
- Demonstrated ability to work effectively in a team environment.

#### Qualifications/Experience

- Minimum 1 year experience in a similar role in a complex rostering environment.
- Proven experience in the management of rosters for a large number of employees over a 24-hour roster.
- Intermediate knowledge of Microsoft Office applications for Word, Excel and Outlook.

#### Knowledge

- Knowledge of award interpretation, policies and procedures.

### Desirable Characteristics

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#### Qualifications/Experience

- Certificate III or equivalent tertiary qualification in business/commerce/administration.
- Experience with Aurion and Riteq software would be highly regarded.
- Roster experience in a Health Care or Hospitality environment.

#### Knowledge

- Knowledge of Aged Care Legislation and Aged Care Award 2010.

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**Note:** This position is located at Head Office, however, appointment is to Eldercare Inc. and, therefore, you may be required to undertake duties at any of Eldercare's sites. The Chief Executive may re-assign the staff member to different duties consistent with their appropriate Job & Person Specification, or to a different location within the organisation, dependent on business requirements.

Acknowledged by Employee:	_____
Date:	_____