

<b>Position Title:</b>	Workforce Rostering Coordinator
<b>Reports to:</b>	Workforce Team Leader
<b>Salary / Classification Level:</b>	CLKL5Y1
<b>Reporting to this Position:</b>	Nil

## ***Purpose of the Position***

The Workforce Rostering Coordinator is responsible for the efficient and effective coordination of employee scheduling within the Home Care organisation. This role plays a crucial role in optimising workforce utilisation and ensuring that staffing levels align with operational needs. The Workforce Rostering Coordinator collaborates closely with various teams within the Home Care division to create and maintain accurate schedules.

## ***Your Team***

The Home Care Services team works together to provide a wide range of services to meet the individual needs of clients in their homes.

## ***Other Key Relationships***

The Workforce Rostering Coordinator will develop and maintain both internal and external relationships to deliver on the Home Care divisions service objectives.

## ***Key Outcomes and Responsibilities***

### **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 Home Care business.
- / 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 Helping Hand's Home Care workforce (outcomes, outputs and KPI's)
- / Provide orientation to new staff on best practise rostering processes within Helping Hand's Home Care business.
- / Monitor and analyse workforce data, including overtime and leave requests.
- / Serve as a subject matter expert and resource for rostering related inquiries and issues.
- / Ensure compliance in all aspects of workforce rostering and stay updated on relevant legislation and regulations to ensure ongoing compliance of the workforce.
- / Provide recommendations for optimising staffing levels and rostering strategies based on data driven insights.

- / Effectively communicate schedules to employees and clients ensuring clarity and addressing any concerns or conflicts.
- / Provide the best qualified and most appropriate staff based on skills and preferences to clients' care needs and services.
- / Regularly liaise with the neighbourhood coordinator to preempt or resolve clients concerns regarding their schedules.

### **Customer Service**

- / Act in a professional manner at all times and 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 consultive working relationship with staff in Helping Hand's Home Care business to form a consolidated and informed position.
- / Maintain effective communication with the Workforce Team Leader and the Operations Support Manager through oral and written correspondence.

### **Continuous Improvement**

- / Coordinate and maintain quality systems and strive for continuous improvement.
- / Maintain adequate documentation and administrative processes.
- / Assist with quality reporting and regulatory compliance record keeping.
- / Actively participate in training, meetings and committees as required.
- / Participate in maintaining the continuous improvement of the program and its documentation.
- / Initiate follow-up actions arising from meetings, reports, requests from internal and external stakeholders etc. and coordinate in line with continuous improvement activities and reporting.

### **Work health and Safety**

- / Contribute to creating and maintaining a healthy and safe work environment.
- / Observe occupational Work Health & Safety policies at all times.

### **Additional Responsibilities and Tasks**

- / Participate in the on-call roster as required.
- / Perform other duties consistent with the purpose of this position and as directed by the Workforce Team Leader or Operations Support Manager.

## **Selection Criteria**

### **Essential**

- / Demonstrated in depth knowledge of rostering processes and best practise.
- / 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.
- / Experience in a fast-paced environment.
- / Computer proficiency in the operation of Windows based software applications (Outlook, Word, Excel) and cloud-based technologies.
- / Possess drive, initiative, and the ability to positively adjust to changing requirements and situations.
- / Work within in accordance with Helping Hand Values.
- / Ability to think logically, interpret, assess, analyse, and review information and issues and provide clear and succinct arguments and effective solutions.
- / Possess a high level of attention to detail and extensive experience in managing sensitive and confidential information.
- / Ability to work autonomously as well as operate as an effective team member with the broader team.
- / Proven ability to gather, input and analyse information utilising available technology and resources.
- / Ability to analyse data, identify patterns and make data-driven recommendations. Proficiency in using Excel or other data analysis tools is preferred.
- / Ability to work independently whilst understanding accountabilities, and the importance of consultation.
- / Strong problem solving and decision-making abilities, with the capacity to resolve scheduling conflicts and address staff concerns.
- / Valid NDIS Worker Screening clearance or be willing to obtain one.

### **Desirable**

- / Knowledge of the legislative and quality requirements applicable to Aged Care.
- / Experience in Aged Care.

## *Customer Service, the Helping Hand Way*

We deliver our service guided by our *Five Golden Standards*

- 1 We always offer choice.
- 2 We engage.
- 3 We speak clearly, politely and respectfully.
- 4 We deliver on our promises.
- 5 We make their day!

### *Helping Hand's Code of Conduct*

Our Code of Conduct reflects *The Helping Hand Way* and expects you to act with:

#### *Compassion*

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

#### *Respect*

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

#### *Excellence*

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

#### *Community*

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

### *Work, Health & Safety*

*Arrive Safe, Work Safe and Go Home Safe*

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / Do the training we ask you to do, it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety, report it. Hazards can turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it, be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely, make sure you use it. It's there to keep you safe.
- / If equipment isn't working properly, tell everyone around you and then tell us so we can fix it.
- / If you are involved in an incident or are injured, tell us straight away. Your supervisor will be able to help you.