**Position Title:** Rostering Coordinator

**Reports To:** Senior Coordinator – Rostering (Team Leader)

**Supervising:** N/A

**Liaises With:** Case Managers, Care and Support Workers, Clients, Client Services Managers

**Location: Outer North Office**

1/61 Riggall Street, Broadmeadows

 Or

 **South East Office**

 77-79 Malcolm Road, Braeside

**Classification:** Wintringham EBA

**Hours:**  Part Time

**About Wintringham**

Wintringham provides affordable and high quality housing, support, aged care and NDIS services and accommodation to people over 50 years old, who have previously experienced homelessness or are at risk of becoming homeless.

Wintringham promote a care model of empowerment, where Wintringham staff work in partnership with clients and residents to achieve mutually agreed outcomes.

Wintringham is an advocate for older people, respecting their individuality, whilst working to achieve equality and social justice.

**Position Summary**

The objective of the position is to:

* Responsible for all aspects of the rostering for Wintringham’s Home Support and NDIS programs
* Co-ordinating bank staff and holiday relief

**Responsibilities/Duties:**

* Take calls from staff when they call in sick, inform Case Managers and cover vacancies
* Notify Care and Support Workers, Case Managers and clients of any rostering changes
* Co-ordinate rosters around sick and annual leave
* Co-ordinate the coverage of client appointments and meal delivery when required
* Undertake pro-active workforce planning to maintain and enhance continuity of care for clients
* Dissemination of weekly rosters
* Maintenance of rosters on the Rostering System
* Ensure confidentiality is maintained at all times.
* To pursue ongoing development in order to enhance knowledge of contemporary practices and broaden understanding of own responsibilities.
* Practice open communication and pro-actively participate in problem solving where issues or areas of disagreement arise, as per the Open Communication Policy found in the Leadership and Management Manual.

**Health & Safety Responsibilities:**

As a Wintringham employee you have the following responsibilities under the OHS Act 2004:

* Take reasonable care to ensure your own safety
* Do not place others at risk by any act or omission
* Follow safe work practices and procedures
* Use and care for equipment as instructed
* Do not wilfully and recklessly interfere with safety equipment
* Report hazards and injuries
* Cooperate with the employer to meet OHS obligation under OHS Act 2004.

**Skills/Experience:**

**Essential**

* High level computer skills
* Ability to relate to staff all levels
* Ability to work at a high level of autonomy, prioritising work within established policies, guidelines and procedures
* Ability to work in a team environment
* Ability to handle difficult situations
* Ability to maintain a customer service focus under pressure
* Excellent communication, interpersonal skills, diplomacy and tact

**Desirable**

* Knowledge of rostering systems would be advantageous, but not essential.

Appointment is subject to a satisfactory police records check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

**Wintringham is an equal opportunity employer.**

**I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham.**

## EMPLOYEE’S NAME \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SIGNED\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DATE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_