

<b>JOB TITLE:</b>	Roster Clerk Level 2	<b>AWARD:</b>	Social, Home Care and Disability Services Industry Award 2010
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### THE DISABILITY TRUST

#### VISION

Creating an inclusive world built on trust, respect and equality, where people with a disability live the life they choose.

#### MISSION

The Disability Trust partners with people and their communities to support life enhancing opportunities for everyone to live, work and belong in an inclusive world.

#### VALUES

Our commitment to inclusion and choice is built and sustained by:

- Respect and Equality
- Trust and Honesty
- Creativity and Innovation
- Adaptability and Flexibility
- Tenacity and Resilience
- Partnership and Collaboration

### THE SCOPE AND PURPOSE OF THE JOB

The role of the Roster Clerk is to facilitate rostering of The Disability Trust's services and provide administrative support to your respective department of The Disability Trust. All service delivery must be in line with the Policies and Procedures of The Disability Trust and the requirements of the NSW Disability Services Act.

### RESPONSIBILITIES AND DUTIES

#### OPERATIONAL

- Arrange staffing for booked individual care with consideration of skills, experience and training of available employees and the needs and preferences of participants and their families.
- Ensure that all shifts are filled or that managers are informed promptly of any unfilled shifts.
- Arrange staffing with consideration of the Modern Award and Work Health and Safety requirements.
- Assist the team to arrange blocks of care, including emergency care where required.
- Maintain rosters to ensure they are kept up to date for the purpose of information required by the after-hours service.
- Maintain participant and employee files in hard and soft copy.
- Provide administration support to your respective program within The Disability Trust.
- Maintain office systems including photocopying, scanning, filing and communications

### **TEAM**

- Actively participate in team meetings as required.
- Participate in Annual Performance Development Meeting and attend all identified training.

### **WORK HEALTH AND SAFETY**

- Participate in employee consultation processes around The Disability Trust's Work Health and Safety Policy and relevant specific work practices.
- Undertake compulsory induction, WHS training and refreshers.
- Ensure all WHS instructions and Safe Working Procedures are followed including:
  - Comply with policy and training to ensure correct manual handling
  - Do not undertake any lifting against directions
  - Other safe working procedures as required
- Ensure workstation is set up correctly including screen height, position of chair and phone location.
- Be vigilant in monitoring individual work practices and report any concerns with respect to health and safety immediately to The Disability Trust.
- Report all hazards to supervisor promptly on appropriate form.
- Report all injuries promptly.
- Carry out all duties with diligence and due care for personal safety and the safety of others.
- Ensure safe usage of The Disability Trust's vehicles when required to drive.

### **INFORMATION TECHNOLOGY**

- Utilise computer systems and software programs to ensure effective service delivery, communication and storage of information.

### **CORPORATE RESPONSIBILITIES**

- Complete all compulsory training and submit all background checks to Human Resources before commencement of active shifts including updates as required.
- Display a commitment to the Mission, Vision and Values of The Disability Trust.
- Have a commitment to team work and contribute to the team and organisational performance.
- Ensure The Disability Trust Code of Conduct is adhered to at all times.
- Comply with all policies, procedures and work practices at all times.
- Ensure The National Standards for Disability Services are adhered to at all times.

### CRITERIA

#### ESSENTIAL

- Demonstrated experience in rostering or similar knowledge of established work practices and procedures
- Experience in the establishment and maintenance of office systems
- Excellent computer literacy including the use of Microsoft Office and databases
- Excellent communication, time management, planning and organisational skills
- Understanding of privacy and confidentiality issues
- Valid Australian Driver's Licence
- A cleared Working with Children Check (WWCC)
- Working with Vulnerable People Card (ACT)
- Current National Criminal History Check (cleared within the last 12 months)

#### DESIRABLE

- Understanding of the needs and issues of people with a disability

#### PERSONAL QUALITIES

- Ability to collaborate with others to achieve common goals
- Commitment to social justice and inclusion and valuing difference and diversity
- High standards of personal integrity
- Being adaptable to changing circumstances and being able to prioritise work
- Exceptional communication skills
- High level of organisational skills

#### PHYSICAL CRITERIA

- Standing for long periods of time
- Ability to reach overhead
- Ability to reach below knee height
- Ability to reach forward
- Sitting for long periods
- Lifting up to 5kg-10kg
- Frequent bending at knees and/or hips

### KEY PERFORMANCE INDICATORS

#### OPERATIONAL

- Participants and families are appropriately referred to relevant employees in relation to broader service needs
- All shifts are filled with appropriate employees, taking into consideration the needs and preferences of participants and their families
- Employees are aware of shift requirements
- Assistance and support is provided to Managers
- Creative rostering skills are utilized to avoid shift clashes and overtime
- All shifts are filled with appropriate employees, taking into consideration the needs and preferences of participants and their families
- Up-to-Date roster is maintained
- Support is provided to management to complete large mail outs to employees and participants
- Employee kit bags are developed as required in line with current information
- A log book of First Aid items and consumables is kept, such as gloves, hand sanitizer and other PPE. Stock levels are monitored and order as required
- First Aid kits are prepared for employee kit bags, following the First Aid checklist

#### TEAM

- Contributions are made during team meetings.
- Participates in Annual Performance Development.
- Training is undertaken as required.

#### WORK HEALTH AND SAFETY

- All WHS instructions and procedures are followed.
- A defined satisfactory outcome from an annual WHS audit of systems is obtained.
- It can be demonstrated that all employees have appropriate qualifications/ experience/ skills for the tasks they are undertaking.
- Supervision and support to follow safe practices is available to employees.

#### INFORMATION TECHNOLOGY

- Effectively performs all necessary tasks using internal and external electronic systems and software