

Title:	Administration Officer (Rostering Hub Team Member)		
Position Description No:	118 03	Recruitment No:	10516
Position Based In:	Bendigo	Tenure:	Fulltime / Ongoing
Relevant Award	Social, Community, Home Care and Disability Services Industry Award 2010		

1. The Role

Golden City Support Services (GCSS) is a community based, not-for-profit organisation that provides a range of support services to people with disabilities and to people recovering from mental illness.

GCSS began in 1979 to enable people with disabilities to live in and be part of, a community, in residential neighbourhoods, in a home similar to other people, with the opportunity to develop independence, personal ambitions, personal relationships and abilities. Today our vision reinforces our tradition.

Our vision is to create an inclusive community where people are supported to have homes in their local communities, develop their own relationships and enjoy the same access to community resources, opportunity to participate and rights as other members of their community.

GCSS operates a centralised rostering hub, which is responsible for rostering some 150 + direct support staff across regional Victoria over a 24 hour a day, 7 day a week rostering cycle. Staff are rostered to support people with a disability, community based mental health recovery and ageing in the community support.

The rostering hub prepares rosters in advance and monitors and fills more immediate roster changes, at times working to short deadlines to fill shifts.

Whilst meeting the requirements of those we support, primary carers and GCSS, the prime customers of the rostering hub are seen as the GCSS direct support staff, who are dependent on the rostering hub for accurate and timely rostered shift information.

The Rostering Hub Team Member reports to and takes instruction from the Workforce Planning & Rostering Team Leader and supports the team leader to liaise with the Customer Service Team, Practice Leaders, General Manager Operations, Direct Support staff, Human Resource staff and others as directed by the Workforce Planning & Rostering Team Leader.

The position reports to the Workforce Planning & Rostering Team Leader.

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2. Role Specific Responsibilities

The Rostering Team Member role incorporates the following under the direction of the Workforce Planning & Rostering Team Leader:

- Preparing base rosters to meet budget, scope and outcome requirements.
- Roster staff to base rosters, utilising GCSS workforce planning tools to match appropriate staff to support needs.
- Manage planned rostered shifts to time and attendance acceptations (manage exception reporting).
- Backfill unplanned and planned support staff absences.
- Collect, collate and prepare workforce planning and rostering data.
- Prepare and mail out relevant documents and rosters as required.
- Participation in training and professional development.
- Performance of other duties as directed, commensurate with the skills and expectations of the role.
- Adherence to the General Workplace Requirements as defined in section 4 of this position description.

This role may require, at the direction of a manager / line supervisor, other duties to be performed from time to time. Assigned other duties will be take into account the scope of this role, the skills of the employee, the reasonableness of the direction to perform other duties and the impact on the current role. The need to perform other duties can arise from situations such as, but not limited to, staff absentee and emergencies.

3. The Person

To be considered for this position, you will be able to demonstrate you have strong organisational skills.

You will have strong customer communication skills (especially strong telephone communication skills) and be able to understand the customer experience and customer expectation, whilst meeting the organisational requirements to effectively roster staff. For this position the prime customers are seen as direct support staff.

You will have high degree of computer literacy and be able to execute roster changes accurately and efficiently using online rostering tools.

You will have the ability to work collaboratively across the agency and work collaboratively within the rostering team which depends on strong team based peer support.

You will have an understanding of the needs of those we support including primary carers, especially in regard to having the right staff rostered at the right times at the right location.

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A sound understanding of total communication, choice and control, engagement, consistence and predictable support and positive language as applied to disability, mental health recovery and frail aged and dementia support will be an advantage.

Having a lived experience of disability or supporting persons in the community would be an advantage.

Having experience directly engaging with customers either face to face or by telephone would be an advantage.

Have a high level of data entry speed and accuracy

4. General Workplace Requirements

All GCSS employees must commit to the following requirements as a condition of their employment at GCSS:

- Follow the published policies and procedures of Golden City Support Services.
- Operate in an ethical manner in accordance with relevant standards, values and policies that are prescribed by Golden City Support Services including the Golden City Support Services Code of Conduct.
- Comply with the laws of Victoria and the Commonwealth of Australia and other jurisdictions as may be relevant.
- Follow the Golden City Support Services Occupational Health and Safety policies and procedures and operate according to the prescribed 'safe systems of work'.
- Apply the principles and standards outlined in the Golden City Support Services Equal Opportunity, Workplace Bullying, Discrimination, and Sexual Harassment Policies.
- Maintain confidentiality in regards to the people receiving support, families, carers, other staff and the business dealings of Golden City Support Services (including GCSS electronic and printed materials).
- Participate in ongoing quality assurance and independent accreditation assessments.
- Successfully complete the Golden City Support Services Base Training within the first six months of employment.
- Be assessed as competent in performing the responsibilities of this role as defined in section 2 of this position description within the probationary period.
- Consent to a national police record check as required by GCSS and resubmitted on a cyclical basis (currently every 3 years)
- Be legally able to work in Australia according to the relevant laws of the Commonwealth of Australia.

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5. Selection Criteria

5.1 Position Specific Criteria

- Strong organisational and collaborative skills.
- Ability to prioritise tasks and work to time line objects which at times will require some urgency whilst remaining focused and having the ability to know when to “manage up” to the team leader.
- Strong customer centric skills (especially strong telephone communication skills), being able to understand the customer experience and customer expectation, whilst meeting the organisational requirements to effectively roster staff.
- Strong telephone, face to face and online communication skills
 - To convey a message and receive and record information accurately and respectfully especially with regard to people we support, primary carers and staff.
- Having experience working in the disability support, a lived experience of disability or personal or work related experience in supporting older persons ageing in the community would be an advantage.
- A strong commitment to the rights of vulnerable people living in our community is essential.
- Experience in rostering staff using online rostering systems would be an advantage.

5.2 Core Criteria

- Upholding Professionalism
 - Upholds ethics and values.
 - Demonstrates integrity.
 - Demonstrates a tolerance for diverse views, values, ethnicity and backgrounds in relation to colleagues, the people we support and their families.
 - Considers professional boundaries in interactions with people we support and families and other stakeholders (i.e. no inappropriate disclosure).
 - Is committed towards the safety and welfare of those we support and other stakeholders.
 - Empathises appropriately with those we support and families.
 - Ensures performance milestones are met against deadlines.
- Communication
 - Speaks clearly and fluently (using respectful language).
 - Expresses opinions, information and key points of an argument clearly.
 - Structures information to meet the needs and understanding of the intended audience.
 - Follows written instructions with ease.
 - Writes clearly, succinctly and fluently.
 - Uses correct spelling and grammar.

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- Working Cooperatively and Collaboratively.
 - Listens to and persuades others; builds consensus and rapport.
 - Obtains cooperation from others to gain information and accomplish goals.
 - Focuses on the desired objectives and ensures negotiations remain on track.
 - Anticipates the positions of other stakeholders and is aware of the extent of potential for compromise.
 - Seeks regular opportunities to receive and provide feedback.
- Demonstrating Resilience.
 - Works productively in a challenging and changing environment.
 - Keeps emotions under control during difficult situations.
 - Balances the demands of work life and personal life.
 - Maintains a positive outlook at work.
 - Open to feedback and learns from it.
 - Refocus effectively following setbacks and challenges.
 - Responds appropriately in challenging situations.
- A lived experience of disability

6. Other Relevant Information

- The salary for this position is prescribed in the Social, Community, Home Care and Disability Services Industry Award 2010
- The position is based in Bendigo Victoria
- The span of hours is defined in the Employment Agreement
- Reasonable extra time may be required in this position from time to time
- Acceptance of the position is conditional on the signing of an employment contract which includes a 6 month probationary period
- Golden City Support Services (including all outside areas) is a smoke-free environment.

Applications to be addressed to:

Applications to be emailed to: recruitment@gcss.org.au

Address Line: "Attn. General Manager Operations Recruitment Number RecNum 10516"

Closing Date: Close of business, Friday 24th November 2023

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