

Title: Workforce Support Representative

Position Description No: 170 01 Recruitment No:
Position Based In: Bendigo Tenure: Fulltime Ongoing
Relevant Award: Social, Community, Home Care and Disability Services Industry Award 2010

1. The Organisation

Golden City Support Services (GCSS) is a not-for-profit organisation based in Bendigo, supporting people with disability, and complex needs to live the lives people choose.

With a strong focus on person-centered active support, we work alongside individuals to build independence, strengthen connections, and create meaningful opportunities in a person's chosen community.

Guided by our core values, we deliver quality services across regional Victoria that uphold dignity, foster inclusion, and empower people to thrive.

2. The Role

The Workforce Support Representative provides administrative and coordination support across human resource and workforce functions including rostering, recruitment, scheduling/planning, employee matching, workforce records, onboarding documentation, health and safety identification and follow up, reporting of employee Occupational Health and Safety and learning and development at Golden City Support Services.

This position is critical to respond to the daily problem solving involved with staff deployment. The workforce representative is the first point of contact with direct support employees who provide support to people with disability. The workforce representative needs to respond professionally and promptly to change and be able to produce suitable solutions in often busy situations.

This is an office-based role (five days a week) working in a team which is physically located and includes " general/front desk reception". The Workforce support representatives provide daily backup for the reception staff and often required to be redeployed to general reception duties as part of this role.

Working under the direction and supervision of the Human Resources Manager and in collaboration with operational leaders, the Workforce Support Representative helps ensure staffing requirements are met and workforce systems and records are maintained accurately.

3. Role Specific Responsibilities

Rostering Coordination

- Prepare and manage base rosters for direct support staff in accordance with participant requirements, service agreements and operational needs

- Monitor roster vacancies and support the coordination of replacement staff for planned and unplanned absences
- Occupational Health and Safety
- Recognise and respond to employee and/or client safety concerns or hazards
- Identify problems which require escalation or other delegation within the business
- Communicate proactively with employees and the people we support
- Proactively coordinate staff replacement for vacant shifts through direct engagement with available staff and other workforce engagement strategies to ensure timely shift coverage
- Take ownership of workforce vacancies and actively pursue staffing solutions until vacancies are filled or appropriately escalated
- Quickly assess workforce gaps and identify suitable replacement staff
- Make informed decisions regarding staff allocation based on participant needs, employee skills/training, availability and funding requirements
- Build and maintain positive relationships with staff to support workforce flexibility and responsiveness to operational requirement
- Work closely with Service Relationship Representative and Practice Leaders to ensure effective communication of roster changes to staff, participants, and their families
- Use workforce planning tools to match staff with participant needs, ensuring the right support is provided at the right time
- Maintain accurate roster information within workforce management systems.
- Escalate complex staffing issues to operational managers as required.
- Liaise with internal teams, including Practice Leaders to ensure rosters align with operational capacity and staff availability
- Identify opportunities to improve rostering and workforce administration processes and implement changes to enhance efficiency and participant outcomes
- Share knowledge and skills with the Service Relationship Representative to promote a collaborative and flexible team environment.
- Ensure compliance with organisational policies, SCHADS Award, NDIS guidelines, and quality standards in all rostering activities

Recruitment and Onboarding Administration

- Monitor pre-employment screening and probity checks and upload onboarding employment paperwork to Lumary.
- Support onboarding activities including employment documentation, induction scheduling and record maintenance.
- Assist new employees through onboarding processes and compliance requirements.

Training Administration

- Support administration of the Learning Management System (LMS)
- Monitor training completion and maintain training records
- Ensure employee qualifications, licences, training records and screening checks are kept accurate and up to date.
- Support staff compliance reminders regarding training, skills assessments, licences and workforce requirements.

Workforce Administration

- Maintain employee leave records within Lumary and rostering systems
- Undertake workforce management, and payroll/billing rostering tasks and ensure completed within weekly/fortnightly timeframes

Reception and Administration Support

- Provide backup reception support when required
- Respond to general workforce enquiries and direct enquiries appropriately
- Undertake general administration duties associated with workforce and HR functions
- Be available to communicate with employees about roster availability or their employment matters
- Attend daily toolbox meetings on site

4. The Person

This position is suited to a person with experience rostering, workforce planning or human resources support who is seeking to further develop their skills within the disability and community services sector. This is an office-based role (five days a week) working in a team which is physically located in Bendigo and includes “ general/front desk reception”. The Workforce support representatives provide daily backup for the reception staff and often required to be redeployed to general reception duties as part of this role.

The position requires strong organisational skills, attention to detail, and a customer-focused approach to ensure that staffing aligns with participant requirements.

The ideal person for this position will possess:

- Experience in rostering, recruitment support or human resource administration.
- Strong organisational skills and attention to detail.
- Excellent written and verbal communication skills
- Like fast paced and changing workloads
- Ability to adapt to changing circumstances and respond promptly to unplanned shift changes
- Experience using Microsoft Office applications, proficiency in using rostering software, workforce planning tools and other digital platforms
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Ability to work collaboratively with managers, employees and other stakeholders.
- Capacity to manage competing priorities and meet deadlines.
- An interest in the disability and community services sector and understanding of NFDIS funding models, services agreements and the requirements of disability support work
- Certificate III or Certificate IV in Human Resources, Business Administration or a related discipline (desirable).

5. General Workplace Requirements

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

- Follow all GCSS policies and procedures.
- Operate ethically and in accordance with the GCSS Code of Conduct.
- Comply with all applicable Commonwealth and Victorian legislation.
- Follow GCSS Occupational Health and Safety requirements and safe systems of work.
- Maintain confidentiality regarding participants, staff and organisational information.
- Participate in quality assurance and accreditation activities.
- Complete all required GCSS training.
- Successfully complete probationary requirements.
- Maintain a satisfactory National Police Check.

- Maintain a valid NDIS Worker Screening Clearance.
- Hold a current Victorian Driver Licence.
- Be legally entitled to work in Australia.

6. Selection Criteria

6.1 Position Specific Criteria

Essential

- Experience in workforce planning or rostering or human resource administration.
- Ability to proactively manage workforce vacancies to secure shift coverage and demonstrated workforce problem solving skills
- Strong organisational skills and ability to respond efficiently to changing rostering demands
- Excellent communication and customer service skills with a focus on working collaboratively with staff, participants and internal teams
- Understanding of NDIS funding, service agreements, and participant needs
- Proficiency in Microsoft Office, digital tools and workforce systems.
- Ability to work collaboratively within a team environment.
- Ability to be physically present in an office environment for five days a week and able to work between the hours of 7am-3pm and/or 9am-5pm

Desirable

- Certificate III or Certificate IV qualification in Human Resources, Business Administration or similar.
- Experience in the disability, health or community services sector.
- Experience using HRIS, LMS or rostering systems.

7. Other Relevant Information

- The salary for this position will be based upon the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award) Level 3, Social and Community Services Employee Classification
- The position is based in Bendigo, Victoria.
- Reasonable additional hours may be required from time to time.
- Salary packaging is available.
- Employment is subject to a six-month probationary period.
- Golden City Support Services is a smoke-free workplace.