



# Position Description

## Roster Coordinator Wesley Home and Residential Care January 2019

### Agreement

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Signed – Manager

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Signed – Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Roster Coordinator

## Wesley Home and Residential Care

### 1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

### 2 Overview of Wesley Home and Residential Care

Wesley Home and Residential Care believes in providing every opportunity for people to live happy and fulfilled lives. We are committed to finding innovative and flexible ways to provide quality services for people while providing them with ways to learn develop and achieve their goals.

The Wesley Home and Residential Care team delivers services in the following areas

- Residential Aged Care
- Home Care
- Disability Services

### 3 Overview of role

The Roster Coordinator has the responsibility for scheduling the service delivery of our care and support workers to our clients. This will be achieved through maintaining rosters within a data management system. The Roster Coordinator will be the key contact for our home care and disability clients regarding schedule changes, necessitating clear communication channels between clients, care and support staff and other support roles. The role is required to provide excellence in customer service being the first point of contact for all clients and support staff.



## 4 Relationships

Reports to: Business Administration Team Leader, Roster Centre

Direct reports: Nil

## 5 Major role responsibilities

### 5.1 Our clients

- ensure that all clients have staff rostered to provide service in accordance with their service agreement with consideration to skills, experience and training of available staff and suitability to client needs
- provide professional, efficient and customer focused services to all internal and external customers
- provide solution based outcomes for staffing and resource issues
- ensure all client enquiries are efficiently and effectively responding to minimise phone waiting times and call backs
- ensure that all client communication, both verbal and written, is documented
- ensure that there are processes in place to manage changes to clients' bookings including new bookings, amendments and cancellations
- ensure open communication with clients or other supports so that clients are aware of any changes to their support worker or time of service
- report any changes to the Service Team Leader (or equivalent) in the needs of clients as appropriate
- be a strong ambassador for the Wesley Home and Residential Care team.

#### 5.1.1 Performance Measures

- client call backs and phone waiting times are recorded for continuous improvement purposes
- client call transfer rates to be less than 5% of daily calls
- all clients have staff rostered to provide support and care within the agreed times and dates for service as identified in the assessment process
- clients and their significant others express satisfaction with the service provided; satisfaction rates of 95% or above

### 5.2 Our people (our team)

- be aware of the requirements of the relevant Awards and Agreements for staff and roster accordingly
- ensure that the roster is available for publishing two (2) weeks in advance and that staff are aware of their rosters
- ensure all planned leave is appropriately allocated to replacement staff



- ensure there are processes in place to record and replace unplanned leave
- ensure staff contract hours are recorded and met each roster
- report any discrepancies in staff contract hours to rostered hours to the Business Administration Team Leader, Roster Centre (or equivalent)
- be responsible for the reallocation of “To Be Allocated (TBA)” staff when a client cancels a shift, within the conditions of the relevant Award, including considering the impact of this on meal times, travel times, kilometres, etc
- promote and ensure adherence to Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- on a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss
- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings.

### **5.2.1 Performance Measures**

- staff are rostered in accordance with their respective Award(s) including contract hours and roster or shift notification periods
- roster staff in accordance with the support requirements of clients

### **5.3 Our operations**

- ensure the Business Administration Team Leader, Roster Centre (or equivalent) is aware of any changes to the roster that will impact on service provision to clients
- seek approval from the Business Administration Team Leader, Roster Centre (or equivalent) prior to engaging agency (brokerage) staff unless there is documentation supporting a client's preference for a particular agency (brokerage) worker
- review data entry of all shifts for accuracy, including shift times and allowances, and correct any discrepancies prior to the roster being exported
- monitor and ensure all shifts have been approved for the designated period once they have been delivered, including shifts done by agency workers
- participate in the on-call roster as required
- manage and maintain relationships with key staffing agencies ensuring this is accordance with agreements and contracts
- ensure there is high quality documentation including file notes in the client management system
- encourages an active continuous improvement culture



- ensures that if become aware of any incident that may require reporting within the compulsory reporting guidelines they are escalated to the Business Administration Team Leader, Roster Centre (or equivalent) in a timely manner
- responsible for ensuring a safe and healthy work environment through the reporting of hazards, incidents and accidents
- communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates.

### **5.3.1 Performance Measures**

- data accuracy
- roster information is accurate each fortnight with minimal errors
- reporting requirements are met
- professional Wesley Mission brand presentation

## **5.4 Our financials**

- ensures that Wesley Mission staff are utilised prior to the use of agency (brokerage) staff
- understands and uses financial resources appropriately and consistently
- ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible.

### **5.4.1 Performance Measures**

- Minimise agency use

## **6 Professional responsibilities**

- as directed, other activities to support the delivery of the Wesley Home and Residential Care Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as a worker, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- participate in Wesley Mission's Employee contribution and development process
- take responsibility for personal career development and training



- participate in Wesley Mission's Orientation and ongoing learning and development program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission are maintained at all times
- maintain confidentiality.

## **7 Selection criteria**

To be successful in this position, candidates must possess the following:

### **Demonstrated behaviours**

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience.

### **Essential skills/knowledge**

- demonstrated experience in a general administration role, including operation of client management databases
- experience with scheduling of rosters or demonstrable transferable skills
- demonstrated experience in high level of customer service provision
- experience in managing internal and external stakeholders to achieve set objectives
- proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines and budgets
- thorough attention to detail and ability to anticipate and solve rostering problems efficiently and effectively
- excellent written and oral skills and presentation capabilities
- outstanding interpersonal skills, flexible, patient and the ability to relate well to all levels of society that Wesley Mission interacts with
- proficient computer skills

### **Desirable skills/knowledge**

- experience in aged care or disability services



- experience in not for profit management experience
- an appreciation of the challenges involved in managing a diverse workforce within a not for profit environment.