

Employee Position Description

Key Position Information		
Job Title Rostering Officer	Reports To [Position Title] Team Leader/Rostering Coordinator	
Department Name BlueStar	Department Code 3500	Cost Centre 050-3500
Work Area [Shared Services, Operations] BlueStar	Work Area Code 190	Initial Work Location St Kilda Road
Enterprise Agreement [EA] <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Name of Enterprise Agreement SCHADS	Classification [per EA] HC Level 4
Incumbent	Job Description <input checked="" type="checkbox"/> New <input type="checkbox"/> Updated	Date Effective February 2023

Primary Purpose of Job
<ul style="list-style-type: none"> Developing cost effective staff rosters to ensure client needs are met whilst providing staff with optimum working hours. Provide support and assistance to our clients and support workers through ongoing effective roster allocation and administration. The level of support includes but is not limited to: processing of client's shift requests, client matching, completing shift schedules, liaising with staff to ensure that shifts are filled and supporting administrative tasks.

Dimensions			
Direct Reports 0	Indirect Reports 0	Budget Financial Responsibility \$nil	Delegated Financial Authority \$nil

Role Balance		
People – percentage of time getting things done through others 10%	Scheduling – percentage of time planning, coordinating 60%	Technical – percentage of time delivering based on knowledge and skills 30%

Key Result Area (KRA)	Key Accountabilities and Responsibilities <i>Accountable = "The buck stops here" Responsible = "The doer"</i>
Jewish Care Values	<ul style="list-style-type: none"> Acts consistently in accordance with Jewish Care values, challenge practices inconsistent with these values and uses values as a basis for managing relationships and decision making Adhere to the organisation's practice and behavioural guidelines in relation to the appropriate treatment of children Adhere to the organisation's Code of Conduct Report any suspicions, concerns, allegations or disclosures of alleged abuse to management
Client Service	<ul style="list-style-type: none"> Providing a friendly and efficient customer service liaising with clients, families, carers as well as internal and external agencies via phone, e-mails and mail. Act as a first point of contact for all client scheduling enquiries Respond and action to feedback from staff members, carers, clients and families. Work effectively and co-operatively with a range of stakeholders both internal and external to ensure integrated and coordinated support for individual carers and care recipients.

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Administration, payroll and billing tasks	<ul style="list-style-type: none"> • Assist in reconciling employee timesheets through verification of rosters, mileage, sick leave, annual leave, other leave requests against the software • Follow up on payroll queries as required • Enter data into the CRM for client and employee intake as required • Generate rosters for distribution to clients and staff • Follow up on client/staff forms for compliance as requested • Track staff training and follow up to ensure completion
Rostering and client records	<ul style="list-style-type: none"> • Allocate Bluestar support workers appropriately to shifts (client matching and adhering to relevant award/agreements) and ensure accurate data recording for Community Bluestar bookings. • Maintaining daily client and worker rosters and records in accordance with service requests and carer availability in compliance with all funding agreements, legal and statutory requirements. • Communicate all service arrangements to appropriate parties including, but not limited to, clients, families, support coordinators and team leaders. • Receive and provide to internal and external support staff information relevant to support the client and complete the shift. • Action tasks and pending visits in appropriate Planners in the system • Maintain knowledge and skills relevant to the position through the participation in, and contribution to, development opportunities for example attendance at meetings and education sessions.
Quality	<ul style="list-style-type: none"> • Participate in external accreditation processes • Undertake and participate in supervision with line manager • Attend meetings, networks and forums as required • Participate in the implementation and review of quality activities • Adhering to JCV policies and procedures
Corporate Accountabilities and Responsibilities	
Team Member	<ul style="list-style-type: none"> • Perform work safely and complete tasks on time and in accordance with expectations • Collaborate with team members to get things done
	<ul style="list-style-type: none"> • Question, debate, review with Coordinator and peers • Develop career goals and initiate career conversations with Manager
OHS	<ul style="list-style-type: none"> • Be pro-active in caring for the health and safety of all people within our work environment • Ensure all appropriate actions are taken to implement JCV OHS policies, procedures, training and legislative requirements • Demonstrate initiative in implementing actions that facilitate the continuous improvement of workplace health and safety within JCV
Key Relationships	
Internal	<ul style="list-style-type: none"> • Disability Services Team • Other Jewish Care departments as and when required
External	<ul style="list-style-type: none"> • Bluestar clients, families and nominees • Support Coordinators • Staffing agencies

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Values	
Commitment to Jewish Care values and philosophy, and capacity to engage with the broader community in demonstrating these values:	
<i>Derech Eretz:</i> Respect	Through client services and program excellence, we treat everyone with consideration and decency and will always act for the good of society.
<i>Kehilla:</i> Community	Working together to strengthen our community, to build and support the capacity and resilience of individuals and families.
<i>Hachlala:</i> Inclusion	We embrace diversity and work together for a just and equitable society.
<i>Achrayoot Chevratit:</i> Social Responsibility	Behaving ethically, with sensitivity and acting in the best interests of all.
Role Required Capabilities	
Skills (the technical skills to do the job at a high level of accomplishment)	Essential: <ul style="list-style-type: none"> • Commitment to the delivery of high-quality customer service experience and outcomes • Strong communication skills and capacity to maintain the personal dignity and confidentiality of all clients and their representatives • High level time management skills; Ability to effectively prioritise changes to scheduling requirements • timely and accurate recording of data to achieve set outcomes and objectives • Excellent organizational skills • High level complex problem-solving skills • Ability to deal with a high volume of client and staff correspondence in a professional manner • Understanding of de-escalation strategies and first point of contact systems when interacting with clients and staff • Proven proficiency in the use of computer software programs and CRM databases • Capable of working effectively with a highly interactive team
Knowledge & Qualifications (the specific qualifications required and knowledge fields are ideally required of the incumbent)	Essential: <ul style="list-style-type: none"> • Experience in rostering staff in a community setting Desirable: <ul style="list-style-type: none"> • Understanding of the principles of Consumer Directed Care • Certificate IV in Case Management or Business Administration

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Experience (the scope of work experiences the incumbent ideally should have gained - including environment, timeframe and context)	Essential: <ul style="list-style-type: none"> • Experiencing rostering staff against Award/Agreement provisions • Experience in using invoicing/rostering/client databases • Communicating with a wide number of stakeholders • Working in a team environment • Working in a Customer service focused environment • Working in response to critical timed outcomes • Meeting targets for rostered hours and care services Desirable <ul style="list-style-type: none"> • Experience rostering in the community sector
Wisdom (the sensitive tasks that require good judgement)	Essential: <ul style="list-style-type: none"> • Understanding of clients with complex health needs • Flexible and open to the changing needs of the client and organization
Valuing (the type of work someone undertaking this role would need to value)	Essential: <ul style="list-style-type: none"> • Providing and responding to the needs of clients in order to support their care needs in line with the values of Jewish Care • Respectful and patient communication to clients, staff and colleagues
Pre-Requisites	<ul style="list-style-type: none"> • Australian Police Check • International Police Check (where relevant) • Working with Children Check (if required) • Disability Worker Check (if required) • Commitment to providing professional and safe services to all residents and clients, including children and young people • Commitment to creating an environment to ensure our clients are safe and free of abuse, neglect, violence and preventable injury • Unrestricted right to work in Australia (Visa evidence required)

Employee Acknowledgement

Please sign and date to acknowledge you have read and understood this position description.

Name: Shey Papanikolaou

Signature: 

Date: 19/06/2023

A signed copy of the position description must be returned to:
 People & Culture at 619 St Kilda Road, Melbourne VIC 3004 or P&C@jewishcare.org.au



Jewish Care proudly celebrates and warmly welcomes the rich diversity of our community and strives to be inclusive for all, including the LGBTI+ community.