



Position Description

Private and Confidential

Rostering Service Officer

The Organisation

LiveBetter is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of aged, disability, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers seeking to ensure that customer needs and preferences are met. As well as service delivery LiveBetter assists customers with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill] and Translinc [Central West NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter employs approximately 1500 staff operating in offices, homes, preschool, respite centres and community hubs across regional and rural Queensland and NSW. Working alongside our staff are more than 250 volunteers who provide extra support and services to our customers and communities. Our annual revenue is now more than \$90 million with strong growth forecast.

LiveBetter is positioned as one of the largest regionally-based providers of community services in Australia. Although we are a large organisation, we remain focused on ensuring programs and services are provided by local staff and tailored to the individual needs of local people and communities.

Our Purpose: Enabling the people in regional rural and remote Australia to live their best lives.

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

Position title:	Rostering Services Officer
Location:	Orange/Dubbo
Job Type:	Permanent Full Time
Reports to:	Manager Rostering Services
Direct reports:	Nil

Service Description

The Business Support Unit provides a range of services to the Operations team within LiveBetter to ensure systems and practices support the achievement of agreed service outcomes and promotes the adoption of best practice standards. The Business Support Unit encompasses functions such as rostering, internal business intelligence, intake assessment, unit pricing and coordination of supports, with a strong focus on funded supports and services.

Key Position Responsibilities

The key responsibility of the Rostering Services Officer is the undertaking of complex staffing and client scheduling, data entry and reporting for rostering services across the various frontline service delivery functions provided by LiveBetter. The role will focus on the timely delivery of accurate recording of time and attendance and which in turn facilitates accurate and appropriate payment of staff in compliance with Award, legislative, rostering and organisational requirements. This includes but is not limited to:

- Undertaking complex staffing and client scheduling across multiple platforms - inclusive of data entry and remediation of rosters.
- Managing time & attendance, rosters and shifts within a busy multi-functional service delivery system – includes review of rostering platforms to ensure accurate and appropriate compliance with award/s, legislative requirements, rostering principals and organisational requirements.
- Effective rostering and deployment of staff to ensure continuity of care and client program management via shift replacement.
- Adherence to record management, policies, process and guidelines to efficiently track the flow of data within and external to the Rostering Service Unit.
- Interpreting and applying award conditions to ensure compliance of shift and roster data entered.
- Generation of and interpreting audit reports and conducting other relevant quality assurance activities to ensure a high level of data integrity and accuracy.
- Supporting the Operations in processes to develop and maintain staff rosters across LiveBetter services.
- Provision of high level customer service support.

The Person

- Qualifications in Administration or Community Services and/or significant high-level experience in a similar role.
- Current experience within an NDIS or Community Care environment rostering and resolving rostering problem/issues.
- Demonstrated high level experience in the use of electronic client/customer information systems/rostering platforms including ability to effectively use Microsoft Office software.
- Demonstrated ability to understand, interpret and apply Award & Legislative requirements.
- Outstanding verbal and written communication skills, including strong negotiation, advocacy and networking skills.

- Sound ability to manage and prioritise workload in a constantly changing high volume environment.
- The ability to work as an active team member whilst enjoying a degree of responsibility and autonomy in your role.
- Current Australian Driver's Licence.

Other requirements

1. Pass a National Criminal History Check, a pre-employment medical assessment (including drug and alcohol screening) and obtain a QLD Blue Card.
2. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
3. Ability to be flexible with work hours to meet reasonable demands of the position.

Risk

All staff must be aware of operational and business risks.

They should:

- provide input into various risk management activities,
- assist in identifying risks and controls,
- report all emerging risks, issues and incidents to their manager or appropriate officer.

Remuneration

This position is remunerated under the *Social, Community, Home Care and Disability Services Industry Award 2010* dependant of qualifications and experience.

Salary packaging opportunities are available

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			