

Position Description

Private and Confidential

Senior Rostering Services Officer

The Organisation

LiveBetter Community Services 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 disability, aged, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers, seeking to meet their needs and preferences. We also assist community members 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 in geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter's annual revenue is in excess of \$100 million. 80% of revenue comes directly from Commonwealth and State Government funding, with service user contributions and revenue from commercial activities making up the balance.

LiveBetter has around 1,700 staff and 300 volunteers operating homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

LiveBetter is positioned as one of the largest regionally-based providers of community services in eastern Australia. LiveBetter remains 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 people in regional 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:	Senior Rostering Services Officer
Location:	Orange/Dubbo
Job Type:	Permanent Full Time
Reports to:	Rostering Services Manager
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 improvement, with a strong focus on back office supports for operations.

Key Position Responsibilities

The key responsibility of the Senior Rostering Services Officer is to oversee and manage the end to end processes of the rostering function. The role is accountable for the effective management of staff and client schedules, the efficient allocation of staffing resources and accurate data entry processing and reporting across the various frontline service delivery functions provided by LiveBetter.

The role ensures the accurate and appropriate payment of staff in compliance with Award, legislative, rostering and organisational requirements. The position has a key role in supporting the continuous improvement and optimisation of the business performance of the rostering services' unit. This includes but is not limited to:

Key accountabilities of the Senior Rostering Service Officer include:

- Coordinate the processing and management of staffing and client scheduling to ensure accurate payroll outcomes - inclusive of data entry and remediation of rosters
- Management of overall compliance of regulatory obligations – inclusive of assurance of accurate and appropriate compliance with award/s, legislative requirements, rostering principles and organisational requirements.
- Preparation and review of pay files extracted from rostering platform for payroll transfer
- Management and approval of retrospective roster adjustments for payroll transfer
- Adherence to record management policies, process and guidelines to efficiently track the flow of data within and external to the Rostering Service Unit.
- Administering the consistent interpretation and uniform application of award conditions across service area to ensure compliance of shift and roster data entered.
- Management and analysis of audit reports and conducting other relevant quality assurance activities to ensure a high level of data integrity and accuracy
- Monitor implementation of LiveBetter policies, procedures and industrial instruments and report on breaches in employment conditions and anomalies

- Review rostering practice, identify areas of best practice and trends/patterns of concern, and recommend improvements
- Manage accuracy and currency of staff /customer data in Rostering platform - identifying systems enhancements
- Provide expert advice to stakeholders on rostering needs, industrial award entitlements and business rules to promote transparency, quality service delivery, customer satisfaction and efficient rostering of staff
- Support roster planners and officers to identify and solve potential rostering conflicts, overlapping shifts, incompatibilities, or other scheduling problems; manage any escalated rostering issues
- Preparation of reports on unplanned changes to rosters and flag patterns to operations with recommendations to address
- Provide data analysis on primary cost drivers and revenue leakage for operations e.g. overtime
- Contribute to a high-performance culture, committed to quality and outstanding customer service
- Coach staff to demonstrate good practice and promote knowledge transfer and capability uplift of rostering cluster.

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.

Person Specification

- Qualifications in Administration or Community Services and/or significant high-level experience in a similar role.
- Current experience within an NDIS or Community Care service industry with 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.
- 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)
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.

Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. 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:			