



Position Description

Private and Confidential

Rostering Services Officer - Planner

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:	Rostering Services Officer - Planner
Location:	Orange/Dubbo
Job Type:	Permanent Full Time
Reports to:	Senior Rostering Services Officer
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 Rostering Services Officer – Planner is to effectively coordinate the preparation and management of the Operational Service Delivery Teams’ master and operational rosters for publication, and communication to our workforce. This role has the critical responsibility of developing and forecasting operational rosters; as well as managing the systems and supports which enable Rostering Services to electronically upload proposed rosters.

The Rostering Services Officer – Planner is accountable for the accurate and efficient scheduling of staff and supports consistent with service delivery requirements, funding arrangements and award conditions. The role is pivotal to the provision of high quality supports by maximising the effective deployment of staff within constraints of the with Award, legislative, rostering principles and guidelines and support customer continuity of care and service.

Key accountabilities of the Rostering Service Officer – Planner:

- Prepare, maintain, verify, and oversee proposed and current rosters in accordance with industrial award entitlements to ensure LiveBetter resources are deployed appropriately and in compliance with service delivery requirements
- Publication of rosters in accordance with Industrial Award requirements and timeframes.
- Roster all staff fairly and equitably according to their respective Award(s) conditions, employment status and contracted hours.
- Preparation and production of master rosters in accordance with LiveBetter policies, industrial award conditions, funding arrangements and WHS requirements.
- Scheduling person-centred supports that are consistent with service delivery requirements and staff availability to optimise quality outcomes for customers.
- Manage coordination of operational coverage and backfill requirements for all known commitments within planned rosters such as annual leave and training.
- Monitor and report on regular use of casuals and prompt conversion to part-time work when warranted
- Effectively manage costs associated with use of casual staff to fill short term absences
- Ensure systems that support communication with staff and line managers are maintained

- Provide expert advice to stakeholders on rostering needs, industrial award entitlements and business rules that promote transparency, quality service delivery, customer satisfaction and efficient rostering of staff

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:			