

Position Description

Roster Administrator

Department: 1:1 Support
 Reports to: Team Leader, Rostering & Administration
 Location: Various

Position Purpose:

The role of the Roster Administrator is to provide coordination of service delivery within the 1:1 Support Services division, with a primary focus on the local state or territory provisions. The Roster Administrator is responsible for scheduling the deployment of staff to deliver supports and services to participants to assist them to maximise their social, recreational and independent living. The role undertakes staffing and client scheduling and has a strong focus on staff and client communication and record keeping. The Roster Administrator will support with claiming/invoicing of services delivered.

Position – Key Results Areas

The Roster Administrator aims to deliver accurate, timely and person-centred support services through the scheduling of 1:1 Support staff and resources that meets participant needs and requests. The role is also responsible for timely processing and corrections of financial claims.

ACCOUNTABILITY				
Has direct responsibility over	[1]		Recommends, advises, interprets	[2]
Shares responsibility with others	[3]		Provides information	[4]

Roster Administration

- Prepare, allocate, and distribute electronic rosters to staff members with minimum 14 days' notice, and ensure staff are aware of their rosters [1]
- Ensure all participants have staff rostered to provide service in accordance to their service agreement with consideration to skills, experience and training of available staff and suitability to participant needs and preferences [1]
- Communicate with staff and participants regarding any scheduling issues [1]
- Allocate and distribute fleet vehicles to staff members in accordance with current vehicle policy [1]
- Records cancellations and request of changes by participants, and identifies any trend/patterns, e.g. frequent cancellation, change of agreed supports [1]
- Record and track planned and unplanned staff and participant leave schedules, advising the Team Leader – Staffing of roster gaps and staff shortage [1]
- Record NDIS claimable provider travel into the roster/scheduling system [1]



In coordination with the Rostering Team, schedule staff to attend trainings and meetings as directed by Team Leader – Staff, Manager, or General Manager and organise meeting room and/or virtual platform bookings [3]

Monitor, track, and report service delivery data [3]

Support the day to day operations of customer service functions [1]

Team Approach

Actively contribute to the smooth, efficient and effective provision of services to participants by working as part of a team while maintaining confidentiality. [3]

Triage, record and manage email enquiries in an efficient professional and courteous matter [3]

Contribute to a high standard of professional service by uploading the vision, mission and values of the organisation. [3]

Support in the ongoing review of administrative processes, including process maintenance/work instruction [3]

Maintain Sandwai/CRM/D365 files per organizational processes [3]

Legislative & Operational Compliance

Understanding of and ability to apply industrial awards and National Employment Standards (NES) employment conditions to rostering practices [1]

Adhere to record management, policies, processes and guidelines to efficiently track the flow of data within and external to 1:1 Support services [1]

Identify and enhance administrative procedures to improve efficiency and performance across the operation of the service and support in the ongoing review of administrative processes, including process maintenance/work instruction [1]

Adhere to confidentiality accordingly to privacy policy and procedures [1]

General

Actively contribute to team meetings and work collaboratively as part of a team [3]

Collate, review, and undertake timely NDIS claiming and invoicing in accordance with current organisational NDIS processes and support resolution of outstanding invoices [3]

Participate in regular NDIS Community of Practice meetings and update the team [1]

Comply with Deaf Connect policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk [1]

Understand and work within the relevant parts of the Deaf Connect quality management system [1]

Provide on-call afterhours service and participant in rostered coverage for urgent matters or [1]

emergencies

Undertake other duties as required by the General Manager

[1]

DECISION MAKING

Decisions

To take appropriate action in relation to team administration efficiency and effectiveness, including time management and work priorities

Recommendations

To make recommendations and assist in the planning of service provision programs
Staffing and rostering schedules

PRIMARY RELATIONSHIPS

Internal

General Manager – 1:1 Support

Manager – 1:1 Support

Team Leader/s

Participant Service Coordinators

Rostering Administrators/Officers

1:1 Support Services Staff

Purpose / Relationship

Management, strategic direction, support and advice, line reporting

Information, support and advice

Liaison, information, support and advice

Liaison, information

Liaison, information, support and advice, and team networking

Support

External

Participants, family and community

Community organisations

Purpose / Relationship

Engagement, consultation and support

Advice and consultation

Persons/functions that report to this position

Nil

Role / Relationship

KNOWLEDGE AND SKILLS

Requirement for skills / Knowledge in this position

[N]	None	[L]	Little need	[D]	Desirable
[M]	Moderate	[I]	Important	[C]	Critical

	N	L	D	M	I	C
Leading			*			
Innovating					*	
Planning						*
Organising						*
Patience & Friendliness					*	
Customer/Client Orientation						*
Financial Acumen					*	
Administration						*
Auslan			*			
Professionalism						*
Acceptance					*	
Problem Solving						*
Deciding					*	
Implementing					*	

Communicating						*
Negotiating						*
Flexibility					*	
Consulting					*	
Participating					*	

SELECTION CRITERIA

Essential

- Experience in and understanding of rostering and scheduling practices, and what drives their efficiency
- Demonstrated ability to understand, interpret and apply Award, NES Employment Standards and Legislative requirements
- Highly developed organisational, analytical and time management skills and attention to detail
- High degree of problem solving skills including conflict resolution
- Effective communication and interpersonal skills, including negotiation and advocacy skills
- Ability to work as a part of a team with minimal supervision
- Positive and flexible attitude
- Understanding of privacy and confidentiality issues
- Completed NDIS Worker Orientation

Desirable

- Working knowledge of Sandwai or other rostering/customer management systems
- Knowledge of deaf community, culture and language
- Conversational Auslan skills

Please sign below your agreement of the above position description

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Print Name

.....
Signature

.....
Date