

## Position Description

### ADMINISTRATION AND ROSTERING OFFICER

Department: Ageing Well

Reports to: General Manager – Ageing Well

Location: Flexible

#### POSITION PURPOSE:

The Admin and Rostering Officer 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 Administration and Rostering Officer also supports the GM – Ageing well with general administration tasks.

#### POSITION – KEY RESULT AREAS

The position assists the General Manager Ageing Well to ensure high quality service provision and the department’s compliance with relevant standards and regulations by achieving under the following Key Results Areas.

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

#### Operational Management

- Manage, maintain and monitor general Ageing Well emails, correspondence and enquiries [1]
- Undertake administrative tasks as required such as processing invoices and other administration workflows [1]
- Book meeting rooms and prepare meeting room set up and requirements including agendas, materials and minutes [1]

#### Rostering 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 Ageing Well Care Coordination team of roster gaps and staff shortage [1]

## Legislative and Operational Compliance

Understanding of and ability to apply industrial awards and 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 Ageing Well 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	[3]
Adhere to confidentiality accordingly to privacy policy and procedures	[1]

## General

Participate productively as a member of a multi-disciplinary team involving a range of internal and external stakeholders and service providers to achieve quality individual service programs for clients	[1]
Actively participate in training and professional development activities to develop, maintain, and enhance knowledge and competencies to ensure that service delivery is based on contemporary, evidence-based, best practice principles and is consistent with current practice trends	[1]
Comply with Deaf Connect policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk of injury	[1]
Support and guide team members to comply with Deaf Connect policies and procedures for workplace health and safety, ensuring that they do not place themselves or others at risk of injury	[3]
Support and guide team members to access and understand the relevant parts of Deaf Connect quality management system	[3]
Other duties, as directed by the General Manager Ageing Well	[1]

## DECISION MAKING

### Decisions

Spending within approved budget  
Working within the operational plan

### Recommendations

Policy and service directions and priorities

## PRIMARY RELATIONSHIPS

### Internal

General Manager Ageing Well  
Support Planners  
Ageing Well staff

### Purpose / Relationship

Line management, strategic directions, advice and support  
Liaison, information, support and networking  
Supervision, support and advice

### External

Members of the Deaf Community and Hard of hearing Individuals  
Family and community members  
Community organisations

### Purpose / Relationship

Consultation, advice and support  
Advice and consultation  
Liaison, information 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		[D] Desirable	
	[M] Moderate	[I] Important	[C] Critical		[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						*
Flexibility						*
Consulting						*
Participating						*

## SELECTION CRITERIA

### Essential

- ♦ Professional experience in administrative support
- ♦ Demonstrated customer service experience
- ♦ Sound organisational and time management skills, including the ability to create and maintain staff rosters
- ♦ Sound knowledge of the MS Office suite of applications
- ♦ Strong administrative and computer skills
- ♦ Auslan Skills or willingness to obtain Auslan skills
- ♦ National Police Check/NDIS WC

### Desirable

- ♦ Formal qualifications in community, social or human services or extensive experience in the area of aged care
- ♦ Knowledge of the issues involved in working with Deaf older people
- ♦ Current First Aid Certificate
- ♦ Current Drivers Licence

Please sign below your agreement of the above position description

Print Name



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Signature

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Date