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|  | Position Description  Version: |

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| **Position Title:** | | Roster Support officer | | | |
| **Position Number:** | |  | **Cost Centre:** | |  |
| **Site/Facility:** | | LCM Corporate Office | | | |
| **Department:** | | People | | | |
| **Enterprise Agreement** | | *Salaried* | | | |
| **Classification:** | | *Salaried* | | | |
| **Reports To:** | | Roster Governance and Support Manager | | | |
| **Date of Preparation:** | | 18/07/24 | **Date Updated:** | |  |
| **Primary Purpose** | | | | | |
| The Roster Support Officer plays a vital role in ensuring efficient and consistent rostering practices across all business streams. You will provide essential support to managers and administrative staff in a variety of tasks related to rostering. As a roster support officer you will have an allocation of services.  Your key responsibilities will include:   * **Supporting Roster Administration:**  You will assist administrative management in maintaining rosters, adhering to established policies and procedures and supporting in rostering systems (Kronos) Ensuring any approved budgeted master roster change requests are actioned within the workload planner (Kronos) * **Implementing advanced scheduling in all streams:** Working closely with the Roster implementation lead to implement advanced scheduling across the business streams. * **Training:** Provide structured and consistent training to Kronos users, training on the rostering systems (Kronos) Enterprise Agreement rostering requirements and best practice rostering guidelines. * **Roster Compliance:** You will ensure rosters are compliant with the applicable Enterprise Agreement by conducting regular reviews and reports. * **Data Interpretation:** You will be responsible for analysing and interpreting data related to rostering to ensure accuracy and compliance with reporting requirements, ANACC requirements (Aged Care) and budgetary requirements * **Issue Resolution:** You will identify and address any rostering issues identified promptly, working towards efficient solutions for the relevant stakeholders. * **Communication and Collaboration:** You will maintain strong relationships with internal stakeholders, fostering clear communication and collaboration regarding rosters. * **Workforce Planning:** Review of workforce data inclusive of employment terms and enterprise agreement compliance- maximum shift length, scheduled hours worked, over time trends. Review of casual workforce and identification of those employees working regular patterns and recommending to the location conversion to a permanent position. Leave Management, liaising with the talent team when permanent vacancies are identified.   It is expected that this position will deal with all Calvary business streams, Public and Private Hospitals, Aged Care and Community Services. Each business stream and site will have varying requirements and therefore the understanding of health care business needs to be current and adaptable  The role requires you to work closely with the broader Calvary team, you will be required to attend meetings online or in person to discuss any relevant issues across the teams.  The role Requires you to build a professional and collaborative relationship with the site Mangers, Administration teams, General Managers and representatives from multiple teams assigned to your allocation, there will be a key emphasis on confidentiality as you work across these teams. | | | | | |
| Organisational Environment | | | | | |
| Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centres  Calvary continues the mission of the Sisters of the Little Company of Mary, a [mission](https://www.calvarycare.org.au/about/mission-and-values) focused on caring for those who are sick, dying and in need.  We express our values of hospitality, healing, stewardship and respect through “being for others” exemplified by the [Spirit of Calvary](https://www.calvarycare.org.au/about/mission-and-values/) and the example of Venerable [Mary Potter](https://www.calvarycare.org.au/about/heritage/).  As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person and we encourage applications from First Nations peoples, people living with a disability, LGBTIQ+ people, people who have come to Australia as migrants or refugees and veterans. | | | | | |
| Accountabilities and Key Result Areas | | | | | |
| ***Professional:***   * Provide guidance and reporting on ANACC care minute requirements (Aged Care) * Provide guidance and reporting on master roster management and budgetary requirements in relation to rostering. * Gather and understand business requirements regarding rostering practices; * Strong knowledge of relevant policies and procedures, legislation ad enterprise agreements * Support system and process improvements to ensure business requirements are met; * Effectively communicate key findings and observations through regular and ad hoc reporting; * Ensure rostering strategy optimises roster efficiencies and meets both operational and legislative needs * Investigate process and data issues and support implementation of improvements; * Work with your manager to ensure consistent rostering practices across the organization * Collaborating with the Payroll team regularly to identify any issues or trends * Compliance and auditing to ensure * Maintain effective collaborative relationships with the payroll, people systems, talent, HR, IR and operational teams. * Monitoring of contractual obligations i.e. contracted hours being met.   ***People and Culture:***   * Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements; * Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary’s values of healing, hospitality, stewardship and respect; * Develop and maintain professional relationships with key internal and external stakeholders to ensure business requirements are understood and met; * Participate in vendor user forums as required.   ***Excellence in Service Delivery:***   * Champion, drive, create awareness and drive best practice regarding rostering; * Conduct regular audits to ensure rostering remains consistent and compliant across the business   ***Excellence in Service Development:***   * Recommend system improvements and workflows to ensure they meet requirements of the workforce initiatives. * Develop and maintain a working knowledge of Enterprise Agreements, and any changes that may impact rostering.   ***Wise Stewardship:***   * Provide reports and updates to stakeholders as required; * Ensure all initiatives and actions are in accordance with Calvary’s policies and procedures; * Escalate risks in a timely manner to management and key stakeholders;   ***WH&S Responsibilities****:*   * Take reasonable care of your own health and safety and the health and safety of others in the workplace; * Comply with relevant Calvary WHS policies, procedures, work instructions and requests; * Report to your supervisor any incident or unsafe conditions which come to your attention; * Observe any additional requirements as outline in Calvary’s WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet). | | | | | |
| **Key Relationships** | | | | | |
| Internal: | * National Payroll Manager * Administration Teams * General Managers, Operations * Heads of function * National and Regional People and Culture teams * Payroll Team * People Systems team. * ICT Team | | | | |
| External: | * Vendors * Consultants | | | | |
| **Position Impact** | | | | | |
| Direct Reports: | * N/A | | | | |
| Budget: | **Click here to enter text.** | | | | |
| Selection Criteria | | | | | |
| **Essential**   * Relevant qualifications (ICT, HR, Business) * Previous experience using Kronos or similar rostering application * Demonstrated exposure to complex staff rostering, workforce planning or scheduling of large teams * Exceptional communication abilities with the ability to deliver complex information to business stakeholders * Exceptional knowledge and ability in the use of the Microsoft Office Suite. * Knowledge and experience in workforce analytics and metrics. * Excellent verbal and written communication skills. * High attention to detail. * Flexibility and adaptability to a fast-paced, changing operational environment. * Exceptional interpersonal skills to collaborate, influence and partner effectively with key internal stakeholders. * Previous experience in Healthcare advantageous * Have the ability to travel as required and directed to facilitate training | | | | | |
| Approvals | | | | | |
| Job Holder’s signature: | | | | Date: | |
| Manager’s signature: | | | | Date: | |