

Job Description Details	
Job Title	Rostering Officer
Department/Division	Residential Aged Care, Operations
Reports to	Rostering Team Lead
Direct Reports	Nil
Agreement	Brightwater Care Group Health Services Union of WA Enterprise Agreement

Brightwater Mission
<p><i>Pursuing the Dignity of Independence</i></p> <p>For Brightwater, no one is beyond care. Here, we value the potential that lives inside each and every one of us, no matter what that looks like. Our amazing ability to strive towards our best self every day, to keep learning and to keep growing. This drives all that we do. Sure, it's not always easy, but this journey that we're on together comes with its own reward. This pursuit of independence brings with it the dignity of control over our own lives. And everyone deserves the right to pursue that.</p>

Commitment to Mission and the Brightwater Spirit
<p>Embrace and apply the Brightwater Spirit – our values and behaviours – in all interactions with staff and customers. Our commitment to the Brightwater Spirit enables us to achieve our Mission, <i>Pursuing the Dignity of Independence</i>.</p> <p>Caring We care for and about each other. We work together to provide inclusive and relevant services in ways that meet the needs and goals of our clients.</p> <p>Authentic We are open and genuine, enabling us to build meaningful relationships with our clients and each other.</p> <p>Progressive We are inspired to continuously improve ourselves and our services for the benefit of our clients.</p> <p>Courageous We find strength in order to make a difference.</p>

Diversity and Inclusion Statement
<p>At Brightwater, we welcome people with the full diversity of life experiences, thoughts and beliefs. We foster a culture of inclusion, collaboration and innovation where our clients and staff can flourish.</p>

Position Purpose
<p>This position works collaboratively as part of a team of Rostering Officer provide efficient staff rostering services to allocated Residential Aged Care (RAC) services, ensuring rosters are cost effective and within budget, are compliant with employment agreements and staff contracts, and meet operational workforce requirements to deliver safe and quality care to clients.</p>

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Rostering Officer	1	19/12/22	Manager Workforce Rostering	Chief People and Culture Officer	
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Key Duties/Accountabilities

1. Develop, update, plan, maintain, and monitor Master Rosters based on the staffing model for allocated services and the related labour establishment.
2. Identify and provide regular reports and data to the relevant Service Manager and others as required regarding staff contracts, substantive FTE and shift vacancies, risks related to rostering, staff attendance trends, staff requests for roster changes, key indicators, and roster anomalies, and escalate complaints as necessary.
3. Ensure rostering data is accurately maintained in relevant systems and roster related tools are used to enable effective and compliant workforce deployment.
4. Ensure rosters and leave for allocated services are planned and managed in accordance with relevant enterprise agreement parameters, that staff fatigue is considered, and the use of overtime and external agency staff is minimised wherever possible.
5. Ensure rosters for allocated services are updated to reflect actual attendance and leave information to enable accurate and timely delivery of time and attendance data for payroll and act as the first point of contact for staff payment queries relating to rosters.
6. Maintain regular contact with employees to ensure they are aware of and understand their rosters, promptly and professionally responding to queries, liaise with staff regarding shift pattern changes (including staff requests to increase or decrease hours), assess leave requests, book staff to attend training, and liaise with staff regarding available vacancies.
7. Proactively work with the Manager Workforce Rostering and Rostering Team Lead to identify and escalate rostering issues and opportunities for improvement.
8. Complete documentation and administrative tasks to required standard, including actioning and filing correspondence effectively.
9. Use effective problem-solving skills to complete required tasks and resolve conflict at the earliest opportunity.
10. Provide services in a responsible, cost effective and efficient manner using appropriate supplies and resources.
11. Establish and maintain strong rapport and quality working relationships with Service Managers and staff.
12. Collaborate inclusively with colleagues, facilitating broader quality improvement activities and act as a positive change agent in response to agreed changes.

Key Working Relationships

1. Site staff, including Care Workers, Enrolled Nurses, Registered Nurses, Therapy Assistants, Hotel Services staff and Allied Health Professionals.
2. Service Managers, Clinical Nurse Managers, and their delegates.
3. Rostering Officers, Rostering Team Lead, and Workforce Rostering Manager.
4. Business Support Officer.
5. People Services Team and Care Education Centre.
6. External agencies.

Professional Development

1. Accept responsibility for updating/developing own knowledge/skills in relation to professional practice.
2. Actively participate in opportunities for performance feedback with a growth mindset, including reviews and check-ins; reflect on own performance and set goals.
3. Complete essential training courses within the required timeframes and embed learning outcomes to continuously improve skills and work performance.
4. Attend and contribute to staff meetings/discussions and collaborate with team members to improve outcomes.

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Safety and Health

1. Actively promote a positive safety and health culture by caring for self and others, demonstrating attention to physical, mental, emotional, cultural, and psychological safety.
2. Take proactive and responsible actions to avoid, eliminate or minimize hazards.
3. Accept responsibility for understanding and recognising the risks and hazards associated with work duties.
4. Report all incidents, hazards, and injuries immediately.
5. Use equipment, such as personal protective and manual tasks equipment, as trained and required.
6. Adhere to infection control principles and practices.

NDIS Risk Assessment

This position is likely to require more than incidental contact with people with disability and therefore is a risk assessed role that requires the person to hold a valid and satisfactory NDIS Worker Screening Check.

Other Information

This position may require shift work, including some weekend and public holiday work.

Selection Criteria – Qualifications, Skills, Knowledge, Experience

1. Excellent data entry and computer skills with sound knowledge of Microsoft applications and previous experience with rostering/scheduling systems.
2. Working knowledge of HR practices and the ability to interpret enterprise agreements and staff contracts.
3. Excellent written, verbal and interpersonal communication skills with the ability to communicate and build rapport with a wide range of people in various environments.
4. A customer focused work ethic and the ability to be responsible and flexible in dynamic environments.
5. Demonstrated ability to organise and prioritise tasks, work effectively with minimal supervision and under pressure, problem solve and meet deadlines, and use resources effectively and efficiently.
6. Effective influencing, negotiation, and conflict resolution skills.
7. A friendly and professional telephone manner.
8. Prior experience in operational rostering (desirable).
9. Current satisfactory National Police Certificate obtained within the last 12 months.

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