Position Description

Position Title: Roster Business Partner

Position Purpose

Scope is transforming the way we help people with disability to ensure they get the support and services they need to live independently.

As part of this transition, the Roster Business Partner will work closely with Senior Management, enabling functions, and house teams to develop rosters for support workers in a sensitive, complex and regulated environment. Your work will allow you to identify issues, trends and opportunities for improvement.

Your work will be consistent with the government's principles around the provision of disability services and always with a view to improving the lives of Scope clients.

Division:	Workforce Management	**Reports to**: **Direct Reports**:	Roster Business Partner Team Leader
Internal Relationships:	Senior Leadership Team, Service Delivery Teams, Operations Enablement Teams	**External Relationships**:	Unions (based on EA)
Delegation of Authority:	[N/A]	**Category**:	Specialist
Employment Contract:		**Award**:	

Scope's Purpose	At Scope we create meaningful opportunities for people with disability to belong and thrive.
Scopes Vision	Our cients and employees are empowered to live their dreams. We influence and push boundaries delivering positive change for people with disability.
Scopes Values	

Position Description

Key Functions	Key Accountabilities, Responsibilities and Deliverables.
Roster Development	• Support operational teams in transitioning to NDIS Supported Independent Living (SIL) rosters, drawing on previous experience in roster creation. Supporting the transition on multiple operational house rosters across all Scope SIL houses • Ensuring rosters adhere to industrial awards and rostering principles • Working closely with Senior Managers, Business Partners, General Managers and other senior leadership • Efficiently and effectively draft rosters based on the input from Operations Staff, Acquisition and Retention, Operations Management advice and constraints • Make recommendations for improvement based on feedback, insights and trends to enhance client support and workforce efficiencies • Driving the roster process to meet timelines and desired outcomes • Iterate and pioneer the roster review process
Reporting & Administration	• Coordinate, track and collate preferences and feedback from Operations • Maintain evidence of key decisions, reasoning and approvals • Active team member of the Roster Review team to help pioneer the process and help resolve escalations • Deliver reporting that demonstrates progress and highlights risks and trends as required to Team Leader and Senior Manager Roster Development
People Leadership	• Responsible for constructively and positively working alongside other people.
Communication & Collaboration	• Actively engages colleagues to make joint decisions • Escalate any systemic issues to Roster Business Partner Team Leader • Makes effective decisions which balance the varying demands of stakeholders • Able to correctly identify issues; interpret information and choose appropriate action • Communicates fully and openly and treats others with respect

Selection Criteria	
Skills, Knowledge, Experience, Qualifications and Training	• Experienced in Community and/or NFP organisations, specific to SIL, STAA within the NDIS • Able to deep dive and problem solve when presented with conflicts in rostering, uphold principles of equity and fairness for an unbiased outcome • Relevant experience in developing multiple rosters simultaneously/large scale initiatives would be highly regarded • Strong system thinking and process improvement skills. • High quality customer service skills, including the ability to build rapport and strong relationships • Excellent time management skills and a flexible approach to turn your hand to whatever the situation requires.
Workplace Health and Safety	• Uphold and comply with Scope Workplace health and safety policies and procedures

	• At Scope, we are committed to the ongoing safety and wellbeing of our employees and customers. There is a focus on providing safe, high- quality services to every person we support which includes the protection and safety of children and young people and we seek to ensure that the human rights of all people with disability who use our services are upheld in accordance with the United Nations Convention on the Rights of Persons with Disabilities.
Customer Safeguarding	• Promote the rights and wellbeing of individuals we support so they are recognised, respected, and protected. • Ensure that the systems, governance, structures, and processes are in place to support provision of safe, high-quality support. • Ensure that employees follow the systems, governance, structures, and processes are in place to support provision of safe, high-quality support. • Actively engage with employees to participate in safeguarding activities and improvement. • Report and record any concerns or incidents.
Technical Competencies	• Demonstrated proficiency in working with MS Office (Excel) and Outlook • Attention to detail for accurate rostering, organisational and time management skills. • Ability to work effectively within a busy environment and meet deadlines • Ability to work independently as well as collaboratively with others. • Strong verbal and written communication skills to complement and support roster delivery and explanation when required
Behavioural Competencies	• Comfortable with working in an ambiguous environment that is experiencing rapid growth. • Can operate effectively, even when things are not certain • Builds a growth mindset and resilience. • Proven capacity to work both strategically and operationally. • Excellent collaboration, influencing and interpersonal skills with the ability to work in partnership will all level managers and staff. • Strong problem solving and analytical skills with a demonstrated ability to critically analyse issues and develop and implement effective solutions. • High degree of emotional intelligence • Demonstrated ability to build and maintain trusted and collaborative relationships through the application of discretion and personal integrity.
Licenses and Accreditations	• Cleared NDIS clearance check • Current Employee Working with Children's check • Must satisfy all visa requirements for working in Australia. • Driver's license (required for all roles where there is a requirement to travel to deliver services) • Current registration to practice in Australia where required.
Other Information	Prior to any appointment to this position, you will be required to disclose full details of any pre-existing medical condition or injury that could be affected by employment in this position (as described in this Position Description). Completion of Pre-Existing Condition or Injury Declaration Form will need to be completed.

Authorisation:

This Position Description has been reviewed and approved by the Chief Operations Officer and is effective from xxxx