





## POSITION DESCRIPTION

### Workforce Administration

#### Position Purpose

This role is the primary support function for the non therapy service lines at Scope. Working with the service Coordinators the role has primary responsibility for managing the end to end rostering of the Disability Support Workers (DSWs). They will also support the line management activities for a portfolio of employees and will be the first level contact in the employee engagement process.

<b>Division:</b>	Business Performance Unit	<b>Reports to</b>	Workforce Admin Team Lead
		<b>Direct Reports:</b>	None
<b>Internal Relationships:</b>	Participant & Workforce Coordinators/ Management team/ Disability Support Workers	<b>External Relationships</b>	Participants, families and external funding bodies including NDIA and DHS
<b>Delegation of Authority</b>		<b>Category</b>	Administration
<b>Employment Contract</b>		<b>Award</b>	

<b>Scope's Mission</b>	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
<b>Scope's Vision</b>	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <ul style="list-style-type: none"> <li>• support and listen to each person and their family.</li> <li>• provide leadership to influence strategy and policy.</li> <li>• deliver person driven, flexible &amp; responsive services to build a sustainable future.</li> <li>• build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research.</li> </ul> <p>We will deliver better outcomes.</p>
<b>Scope Approach</b>	<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  <p><b>see the person do it together</b></p> <p>.....</p> <p>We listen to understand. We see the potential. We recognise how you do things and what you achieve. We take personal responsibility. We build excellent relationships with our clients and customers. We understand the balance between risks and rights.</p> </div> <div style="text-align: center;">  <p><b>do it right</b></p> <p>.....</p> <p>We lead in line with The Scope Approach. We work together to achieve shared goals. We build sustainable and ethical partnerships. We support each other. We communicate early and honestly. We share responsibility for safety.</p> </div> <div style="text-align: center;">  <p><b>do it better</b></p> <p>.....</p> <p>We use systems and processes in our work. We deliver quality outcomes safely and on time. We understand risks and opportunities. We are a financially sustainable organisation. We own the consequences of our actions. We take pride in the delivery of our mission.</p> </div> <div style="text-align: center;">  <p><b>do it better</b></p> <p>.....</p> <p>We develop creative solutions. We review and continually improve. We understand what is working and what is not. We seek and respond to feedback. We build capacity in all that we do. We are a leader in safety.</p> </div> </div>

## POSITION DESCRIPTION

Key Function	Key Accountabilities, Responsibilities & Deliverables
<p><b>Service Delivery</b></p>	<p><u>Employee Experience &amp; Engagement</u></p> <ul style="list-style-type: none"> <li>Responsible for first level communication and organisational relationship of all direct support staff in your portfolio</li> <li>Work in conjunction with the service coordinator to provide 2 way feedback between DSW's and coordinators</li> <li>Responsible for actively contributing to meeting agreed EOS benchmarks for employee satisfaction.</li> <li>Encourage support staff usage of Electronic time and attendance</li> </ul> <p><u>Employee Utilisation</u></p> <ul style="list-style-type: none"> <li>Responsible for the rostering of all direct support staff within your portfolio including monitoring of absenteeism and recommendations for escalation</li> <li>Accountable for the effective utilisation and availability of all direct support staff</li> <li>Working with the service coordinators and be accountable for the matching of suitable resources to participant support needs where required</li> <li>Accountable for managing employee leave requirements</li> <li>Daily management of shift exceptions</li> <li>Manage communications.....</li> </ul> <p><u>Employee Service Delivery</u></p> <ul style="list-style-type: none"> <li>the allocation of shadow shifts and the monitoring of the six month induction,</li> <li><b>Learning &amp; Development</b>, supporting the ongoing training and compliance of all direct support staff including: <ul style="list-style-type: none"> <li>Monitoring compliance reporting and the status of employees</li> <li>Managing the bookings and co-ordinating of courses through the training calendar</li> <li>Determining and facilitating any training requirements in conjunction with service coordinators, based on the support needs of our participants</li> </ul> </li> <li><b>Service Quality</b>: Responsible for ensuring that all direct service support meets Participant needs and expectations and is delivered according to Organisational Policy and Procedure, Relevant Quality Standards and Fair Work Provisions.</li> </ul> <p><u>Employee Administration</u></p> <ul style="list-style-type: none"> <li>Responsible for ensuring that all employee information is updated in conjunction with payroll Responsible for actively contributing to meeting all workforce KPI's</li> </ul> <p><u>Compliance</u></p> <ul style="list-style-type: none"> <li>Comply with Scope Policies and Procedures as applicable to your role</li> <li>Remain compliant with all mandatory training, and participate in meetings as requested</li> </ul> <p><u>Other</u></p> <ul style="list-style-type: none"> <li>Other tasks as directed by the Workforce Administration Team Leader.</li> <li>Hours of work will be <ul style="list-style-type: none"> <li>6am – 7pm Monday to Friday 7am – 7pm Saturday and Sunday rotating roster</li> </ul> </li> </ul>
<p><b>Workplace Health &amp; Safety</b></p>	<ul style="list-style-type: none"> <li>Responsible for ensuring that Scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all.</li> <li>Ensure your behaviour does not discriminate, bully or harass.</li> <li>Participate in meetings, training and other OH&amp;S activities as required</li> </ul>

## POSITION DESCRIPTION

<b>People Leadership</b>	<ul style="list-style-type: none"> <li>Responsible for constructively and positively working alongside other people.</li> </ul>
--------------------------	---

### SELECTION CRITERIA

<b>Skills, Knowledge, experience, qualifications and training</b>	<ul style="list-style-type: none"> <li>Experience, particularly in the area of rostering is mandatory.</li> <li>Experience in supporting a mobile workforce with differing employment conditions</li> <li>Experience in the disability field is advantageous.</li> </ul>
<b>Technical Competencies</b>	<ul style="list-style-type: none"> <li>Roster management systems for a mobile workforce</li> <li>Data entry skills</li> <li>Attention to detail, organisational and time management skills.</li> <li>Ability to work effectively within a busy environment and meet deadlines</li> <li>Ability to work independently as well as collaboratively with others.</li> </ul>
<b>Behavioural Competencies</b>	<ul style="list-style-type: none"> <li>Positive attitude and willingness to learn and contribute.</li> <li>Excellent communication skills with an ability to interact with a wide range of people.</li> <li>Lateral thinking and creative problem-solving skills.</li> <li>Ability to adapt to various situations and changing priorities.</li> <li>Proven ability to assume responsibility and be self directed and operate independently</li> <li>An appreciation of the immense value that diversity brings to communities</li> </ul>
<b>Licenses &amp; Accreditations</b>	<ul style="list-style-type: none"> <li>Cleared NDIS Clearance within the last 5 years</li> <li>Working with Children's check</li> <li>Must satisfy all visa requirements for working in Australia.</li> <li>Drivers licence (for roles where you need to travel to deliver services)</li> </ul>

### Authorisation:

This Position Description has been reviewed and approved by the General Manager West).

People & Culture Authorisation

---

Job Evaluation Completed: \_\_\_\_\_ Position Created: \_\_\_\_\_

Organisation Hierarchy Amended: \_\_\_\_\_