

POSITION DESCRIPTION

Position Title:	Workforce Support Officer
Reports to:	Operations Manager Residential Care Workforce
Direct Reports:	Nil
Business Area:	Workforce Support – Residential Care
Primary Location:	Corporate Office, Subiaco

PURPOSE

The purpose and objective of this position is to carry out the rostering and scheduling of residential and transition care front line staff to provide a reliable and consistent service to residents. A particular focus of the position will be to ensure that the roster is appropriately filled in accordance with service demand provisions. This role will also support the Operations Manager Residential Care Workforce in coordinating the continued development of process and technology improvements.

VISION, MISSION, AND VALUES

The Workforce Support Officer contributes to Amana Living's Vision, Mission, and Values.

VISION A community where every older person is honoured and valued.

MISSION Together, we enable older people to maintain their individuality, providing what is needed to support a fulfilling life.

VALUES

- Compassion** We act with kindness, empathy, and respect to foster a community of caring.
- Collaboration** We work together, so every person's contribution advances our common purpose.
- Curiosity** We are determined and creative in finding ways that deliver great outcomes.
- Inclusion** We celebrate diversity, ensuring everyone is welcomed and treated equitably.
- Trust** We take our responsibility seriously and are worthy of the trust placed in us

AGED CARE CODE OF CONDUCT

Aged care workers are covered by the Code of Conduct for Aged Care. The Code sets out how approved providers (Amana Living) and their workers (Amana Living staff) and governing persons must behave and treat consumers when providing aged care services, and strengthens protections for older Australians against unsafe, poor-quality aged care services.

Amana Living expects all staff covered by the Aged Care Code of Conduct to comply with Code and all remaining staff to provide care and/or service that is safe and respectful and to behave in a way that is in keeping with the Code.

WORK HEALTH AND SAFETY

You are required to take reasonable care for your own health and safety and the health and safety of other persons at the workplace. Throughout your employment you must comply with any reasonable instructions, policies and procedures relating to health and safety at the workplace.

KEY DUTIES AND RESPONSIBILITIES

CORE RESPONSIBILITIES	KEY TASKS AND DUTIES
Scheduling and Rostering	<ul style="list-style-type: none"> • Ensure that site rosters are consistently staffed to a high-level as per MCT and AN ACC requirement to provide reliable service delivery to residents. • Ensure allocated shifts are in accordance with individual contracted hours, ensuring an employee rostered hour do not go below the contracted hours. • Actively manage daily roster variations and coordination of shift replacement for casual pool staff and agency utilisation (booking and procurement processes) • Ensure that systems support communication with staff and managers regarding last minutes roster changes.
Compliance & Records Management	<ul style="list-style-type: none"> • Ensure casual pool competencies are up to date. • Arrange for face-to-face trainings with ALTI (Amana Living training institute) e.g., Manual Handling. • Follow process of management in liaison with HRBP for non-compliant staff with training and not worked for 90 days +. • Pay run and EFTs. Raising pay queries where appropriate. • Liaise with software service desk (Tambla) to resolve any glitches in the system. • Review of training records and ensure that casual staff keep current on mandatory training needs. • Undertake/facilitate relevant roster audits as directed to identify and address unplanned absences such as sick leave.
Policy & Procedure Adherence	<ul style="list-style-type: none"> • Ensure that timesheets are accurate and submitted in the relevant timeframe. Coach and support Residential Care Administration staff to adhere to the process where required. • Ensure leave is taken for staff with leave liabilities reflected in workforce reports in line with EBA. • Inform SM of over approved leave in fortnight period. • Prepare reports on unplanned changes to rosters and flag patterns to sites with recommendations to address. • Flag regular use of casual staff and prompt conversion to part time work when warranted.

	<ul style="list-style-type: none"> • Ensure that rostering guidelines, payroll, and HR processes are consistently adhered, to minimise breach of employment legislation, policies, and procedures.
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KEY OUTCOMES

- Staff are rostered in accordance with their respective EBA or other industrial tools to contracted hours
- Time to fill in terms of shift vacancy and allocations to agreed service levels
- Roster information is accurate each fortnight with minimal errors
- Accurate and timely reporting on agency utilisation

SELECTION CRITERIA

SKILLS, KNOWLEDGE & ABILITIES
Cert III in Business Administration or experience in aged care, rostering, and administration
Sound experience in staff coordination or roster management
Excellent organization skills
Ability to work in a highly productive, fast-paced environment with time pressures whilst managing multiple tasks
Computer literacy particularly in effective use of time and attendance systems and Microsoft Office Suite
Ability to interpret data and make informed decisions
Highly developed written and verbal communication skills

ESSENTIAL REQUIREMENTS
National Police Clearance Certificate (no older than 6 months) or NDIS (Worker’s Screening) Check
Proof of current influenza and Covid-19 vaccinations as per Amana Living policies
Successful completion of pre-employment medical

ATTRIBUTES & ATTITUDES
Professional presentation and proactive attitude
Demonstrated good verbal, written and interpersonal communication skills

Ability to work outside of standard business hours as rostered
Proven organisational and time management skills
Ability to work independently and as a member of a team