

Position title	Rostering Officer Assist		
Position holder	Vacant		
Program	Community and In-Home Assist		
Funded by	Grampians Community Health		
Based at location	Horsham		
Responsible to	<ul style="list-style-type: none"> • Program Leader Community Assist • Manager Community and In-Home Assist • General Manager People and Community Support • Chief Executive Officer 		
Direct reports	<ul style="list-style-type: none"> • None 		
Award	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022		
Classification	Clerical Worker Grade C Year 1 to Year 5		
Hourly rate	\$28.39 to \$29.07	Annual	\$56,099 to \$57,442
Status	Full time		
Hours per week	38		
PD last updated and approved by CEO	January 2023		

Position summary

The Assist Program provides services to people in our community who require assistance in day-to-day living tasks and capacity building. Our service is offered seven days a week, 24 hours per day to members of the community. This assistance enables people to remain living independently at home and in the community in a dignified and safe manner. Our service is through a person-centred care approach as promoted by the Department of Health, the Department of Human Services and the Department of Health and Ageing models of care.

Grampians Community Health is a service provider to participants of the National Disability Insurance Scheme (NDIS). Our service provides direct outreach support, supports the linkage of participants to other appropriate services, and provides group programs. Our service assists in improving the coordination of care and increased community access and participation for participants.

The Rostering Officer Assist will provide a highly skilled and timely response to service requests and stakeholders; check availability of staff and resources to prepare and maintain the roster system of the GCH Assist program; prepare and publish roster information; provide monthly reports to the finance department; and prepare staff timesheets.

Key responsibilities

1. Prepare, maintain, verify and oversee proposed and current rosters including 1:1 service, group facilitators and on call staff.
2. Respond to internal and external service requests and changes to rosters as they occur.
3. Check availability of worker, time slot, activity and resources (vehicles).
4. Allocate the appropriately matched worker to the client and inform of service delivery information including any service changes.

5. Communicate between client and service request provider.
 6. Input and update internal system (TCM) accordingly, including service completion or cancellation with necessary details.
 7. Maintain records accurately and efficiently in line with organisational audit requirement and deployment.
 8. Prepare and publish a fortnightly roster to staff.
 9. Provide welcome packs to clients and service providers.
 10. Reconciliation of fortnightly time sheet and staff rosters for payroll processing.
 11. Check groups diary and ensure attendances are correctly ticked off in CHSP, NDIS or non-CHSP.
 12. Regularly check individual groups to ensure correct cost recovery.
 13. Provide a monthly report to finance department and data preparation for external invoice purposes.
 14. Participate in the on-call roster as required.
 15. Provide supervision and support to students as required.
 16. Other duties commensurate with current skills and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.
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Key selection criteria

Qualifications

- Certificate IV or above in relevant Human Service discipline or demonstrated relevant experience.

Mandatory:

- Demonstrated experience in rostering Community Services work, including allocations to align with budgetary requirements.

Desirable

- Full COVID-19 vaccination status (including booster).
- Demonstrated experience in working with aged people or people with a disability or mental health illness with great interpersonal skills.
- Demonstrated experience in the reconciliation of time sheets and staff rosters.
- Ability to maintain records accurately and efficiently in line with organisational audit requirements.
- Familiarity with various relevant funding streams.

Demonstrated skills and experience:

- Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
- Ability to maintain confidentiality at all times.
- Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.
- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
- Demonstrated ability to contribute to positive workplace culture and practices.

Licences and registrations

- Current Victorian driver licence
- Current National police check (less than 3 months old)
- Current Employee Working with Children Check

Personal attributes

- Empowering
 - Inclusive
 - Professional
 - Courageous
 - Compassionate
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Conditions of employment

This position is full time ongoing and is subject to:

- Successful completion of a six-month probationary period

And requires the following checks:

- Satisfactory police check
- Employee Working with Children Check

Note: Checks must be obtained and provided prior to commencement as a condition of employment at Grampians Community Health. Where check results are unsatisfactory in relation to the role to be carried out, the offer of employment will be withdrawn.

Employee acceptance of position:

Employee signature

Vacant

Date