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|--------------------------|--|---------------|----------|
| Position title | Rostering/Administration Officer GCH Assist | | |
| Position holder | Vacant | | |
| Program | GCH Assist | | |
| Funded by | Grampians Community Health | | |
| Based at location | Horsham | | |
| Responsible to | <ul style="list-style-type: none"> • Program Leader GCH Assist • Manager Healthy Communities and Direct Support • 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 B Year 1 | | |
| Hourly rate | \$28.1605 | Annual | \$55,645 |
| Status | Full Time | | |
| Hours per week | 38 | | |
| PD last updated | April 2021 | | |

Position summary

The GCH 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 GCH 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 for payroll processing.

Key responsibilities

1. Prepare, maintain, verify and oversee proposed and current rosters including 1:1 service, 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. Assist with administration tasks as required.
 15. Participate in the on call roster as required.
 16. Provide supervision and support to students as required.
 17. 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

Mandatory:

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

Desirable

- Demonstrated experience in working with aged people or people with a disability or mental health illness with great interpersonal skills.

Demonstrated skills, experience and/or understanding of:

- 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 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 stakeholders 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)

Personal attributes

- Ethical and inclusive
- Self-disciplined
- Collaborative and supportive
- Flexible and resilient
- Creative and agile thinking

Conditions of employment

This position is ongoing and requires the following checks:

- Satisfactory police 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.

Chief Executive Officer approval:

CEO signature

Greg Little

Date

General Manager approval:

General Manager signature

Kathy Day

Position

General Manager People and Community Support

Date

Manager review:

I have reviewed and approve this position description

Manager

Karen Watson

Position

Manager Healthy Communities and Direct Support

Date

Employee acceptance of position:

Employee signature

Date