

ROSTER CLERK

POSITION DETAILS:

Position Title:	Roster Clerk	Reports To:	Facility Manager
Department/Division:	Administration	Direct Reports:	Nil

POSITION SUMMARY:

Co-ordinate and facilitate the administration of established rosters, ensuring shifts are filled and staffing levels maintained and optimised.

KEY RESPONSIBILITIES:

Rostering Duties:

- Maintaining and updating rosters as advised by the Facility Manager.
- Assisting in the creation, editing and maintenance of rosters taking into account individual worker contract hours, ensuring compliance with the Southern Cross Care (Tas) Inc. Enterprise Agreement requirements.
- Actively problem solving to find solutions for rostering difficulties and challenges.
- Daily liaison with staff regarding changes and availability for shift coverage.
- Coordinating the cover of all available shifts and fill unplanned / unforeseen shift vacancies due to sickness, annual leave, emergency leave and educational requirements.
- Ensuring leave planning is well managed and scheduled to ensure continuity of care and service delivered.
- Ensuring rosters are prepared and available four weeks prior to the roster commencement period and provide a printed version for display.
- Liaising with contracted Staffing Agencies to arrange shift coverage as approved by the Facility Manager.
- Liaising with the Facility Manager / Administration Officer to ensure effective handover of filling of daily roster arrangements.
- Completing documentation in an accurate professional and timely manner in accordance with Southern Cross Care (Tas) Inc. requirements.
- Recording all roster changes in the computerised Roster System (RosterOn).
- Maintaining records and use the automated messaging system when offering additional hours to staff.
- Advising the Facility Manager / Administration Officer of any ongoing casual pool concerns.

Communication:

- Always maintain and respect employee, consumer and organizational confidences
- Actively participate in meetings and discussions in a constructive manner
- Communicate with consumers and colleagues in a kind and caring manner, taking into account individual cultural and religious preferences

Self-Organisation:

- Work as part of a busy team and be supportive of other team members
- Prioritise workload and use care resources effectively and efficiently
- Adhere to legislation pertaining to privacy and confidentiality and the handling of personal information

Education, Training and Professional Development:

- Participate in mandatory training as required by the organization
- Actively pursue learning and skills development opportunities
- Participate in non-mandatory, in-service and external training as part of own professional development program

ROSTER CLERK

- Actively participate in annual performance reviews

SOUTHERN CROSS CARE VALUES**Compassion**

- We respond willingly and positively to help meet the needs of those around us
- We promote a sense of belonging and community
- We demonstrate and foster empathy and sensitivity towards residents, clients, their families, our colleagues and the whole community

Integrity

- We look for the good in all people and recognise the contribution of each individual as we work together
- We demonstrate honesty and trustworthiness in all that we do
- We are conscientious and ethical in our decision making and take responsibility for our own actions

Respect

- We believe in the sanctity of life and that each life is unique and has special individual worth and dignity
- We recognise and respect individuality and diversity
- We treat all people with courtesy and respect regardless of gender, ethnic background, religious belief or economic circumstances
- We manage our resources wisely to minimise the impact on the environment

KEY PERFORMANCE INDICATORS:

- Ensure timely and efficient filling of shifts and updating of the computerised rostering system (RosterOn).

SELECTION CRITERIA:**ESSENTIAL SELECTION CRITERIA**

1. Experience with a computerised rostering system
2. Sound written, verbal and numeracy skills
3. Demonstrated customer service skills
4. Demonstrate knowledge and experience in contemporary office management practices, including clerical and administrative functions
5. Sound computer and keyboarding skills and proficiency with the Microsoft Office Suite including Word, Excel and Outlook
6. A current and satisfactory National Police Certificate

DESIRABLE

7. Certificate III in Business or equivalent.
8. Experience in an Aged Care Environment.

SPECIAL EMPLOYMENT CONDITIONS

9. Required to provide a satisfactory National Criminal History Record (Police Check) that is not more than three years old on employment and that complies with the requirements of the *Aged Care Act 1997* prior to commencement of employment
10. Required to sign the organisation's Confidentiality Agreement

WORK HEALTH AND SAFETY REQUIREMENTS/CONTINUOUS IMPROVEMENT**Maintain a safe working environment and adopt safe work practices by:**

- Adhering to Southern Cross Care Workplace Health and Safety Policy and Procedures
- Working in a responsible manner and encouraging others do so to ensure the safety of oneself, other staff members, residents and visitors to Southern Cross Care facilities.
- Implementing correct fire, emergency and safety procedures, and attending prescribed training as required.
- Perform all resident care tasks in accordance with SCC established procedures.
- Reporting, and documenting incidents, risks and hazards in a timely manner in accordance with SCC policy and procedures

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<ul style="list-style-type: none"> Reporting maintenance and repair requirements of buildings, plant, equipment, furnishings and fittings promptly using approved SCC procedures Using all equipment and supplies appropriately to complete duties to minimise wastage and/or abuse. 			
AUTHORISATION:			
Manager Signature:		Date:	
Employee Signature:		Date:	

POSITION DESCRIPTION