

Westhaven Ltd

Position Title	Roster Coordinator	Reports to	Team Leader, Rosters
Number of Direct Reports	nil	Position Location	Dubbo

Purpose of the position

The Roster Coordinator is responsible for the rostering of Westhaven staff to provide a reliable and consistent service to participants, and Child/Young Persons. A particular focus of the position will be to ensure that the roster is appropriately filled in accordance with service demand and provisions. The roster coordinator will undertake the rostering and coordination of staff by liaising with Team Leaders, and Service Manager's across Westhaven.

Key Responsibilities

- Monitor the current day's rosters to identify and address immediate staffing gaps, sick calls, no-shows, or unexpected workload changes.
- Daily shift fill of vacancies
- Secure and confirm casual or relief staff for same-day shifts as required, adhering to SCHADS award requirements.
- Execute necessary real-time adjustments to the rosters, coordinating with Team Leaders or Service managers to ensure critical areas remain appropriately staffed.
- Ensure all scheduled shifts comply with industrial awards, enterprise agreements, and internal policies (e.g., maximum hours, minimum breaks, required qualifications/Trained staffing).
- Accurately record and document all roster changes, sick leave, annual leave, and other variations in the rostering system for payroll processing and audit purposes.
- Serve as the primary point of contact for staff and managers regarding immediate roster queries, shift swaps, and availability concerns.
- Proactively communicate any urgent changes or critical information to the affected employees and supervisory staff in a timely manner.
- Undertake Administrative tasks related to Managing of Rosters

Contribution to a positive team and organisational culture	• Build and enhance relationships with all internal and external stakeholders • Foster a culture of knowledge, information sharing and continuous learning in the team • Actively engage in workplace safety including incident and hazard reporting requirements • Actively engage in workplace diversity initiatives and promote a positive and inclusive environment within the team
--	--

Knowledge, Skills, Experience and Compliance
Knowledge and experience • Demonstrated ability to analyse and interpret data to make informed decisions • Demonstrated experience in staff coordination or roster management Personal Attributes and skills • You are self-motivated and thrive within a fast paced, collaborative environment • You are a positive, organised person who can effectively liaise with internal and external stakeholders • You are an organised person who can successfully manage multiple tasks at once • You have a willingness to learn and contribute to a successful, positive team culture • You have sound negotiation and influencing skills Compliance • Current valid NSW Driver's licence • Obtain and maintain a current paid Working with Children Check (WWCC) • Obtain and maintain a valid National Disability Insurance Scheme Workers Check (NDISWC)

Key Challenges

- Working within a high-volume, highly productive team
- Managing competing priorities and tasks within time constraints

NDIS Workforce Capability Framework

- The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It gives clear, practical examples and establishes a shared language of 'what good looks like' for participants when they receive NDIS services and support.
- The Framework translates the NDIS Commission's principles, Practice Standards and Code of Conduct into clear and observable behaviours that service providers and workers should demonstrate when delivering services to people with disability.
- All Westhaven employees are encouraged to review the [NDIS Workforce Capability Framework](#) for a full list of capabilities and the descriptors relevant to their role.

NDIS Workforce Capability Framework

Supervision and Frontline Management

Capability Group

Capability Name and Description



**Manage, supervise
and coach others**

Model and reinforce values in organisational culture and practice

- Support and model a culture that promotes the principles of the NDIS, such as upholding rights, celebrating diversity and respecting the voice of those with lived experience.

Promote quality through consistent good practice

- Set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality support and services.

Support health and manage risk

- Implement policies, procedures and systems for effective health and risk management so that workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting participants.

Foster and develop a capable workforce

- Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their capabilities and build a career.

