

Westhaven Ltd

Our Vision – **Live how you choose**

Our Core Values – **C.H.O.I.C.E**

Position Title	Rosters Team Leader	Reports to	Rosters Manager	
Number of Direct Reports	3 +	Position Location	Dubbo or Orange or Bathurst	Oct 2024

Purpose of the position

The Roster Team Leader has the responsibility for leading our team of Roster Support staff and coordinators, and the roster functions within the portfolio for all Westhaven services. The position will ensure that Westhaven staff are delivering efficient services for our clients, according to client requests and staff availability, maximising the use of Westhaven staff.

Decision making

- The position has autonomy in managing and directing the rostering function, self manages workloads to meet known deadlines, and makes decisions within the limits of delegated authority
- This role has between 3-4 direct reports, and a number of indirect reports
- This role has no financial delegation as per Westhaven's delegation policy
- This role has direct commercial KPI's and accountability

Key Responsibilities	
Manage daily roster tasks	<ul style="list-style-type: none"> • Prepare rosters in accordance with Westhaven roster structures and comply with the Award & legislation to ensure appropriate levels of staffing.

	<ul style="list-style-type: none"> • Ensure the roster is completed and published to all staff within the timeframe per legislation requirements. • Ensure allocated shifts are in accordance with employee work patterns, ensuring an employee's work patterns do not go below contracted hours. • Undertake administrative activities related to managing the base roster, including but not limited to inputting and updating staff details and attendance preferences. • Ensure staff timesheets are accurate and submitted in the required timeframe. • Assist Payroll Officer with payroll process by way of reconciliation of timesheet, staff ratios and hours worked are correct when required. • Contribute to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines. • Actively maintain daily base roster variations and vacancies. • Daily and/or fortnightly reporting as required • Chair and/or attend roster meetings as required
Leadership and contribution to a positive team and organisational culture	<ul style="list-style-type: none"> • Lead & support roster coordinators, including back up support, check ins, sharing information and assisting when required. • Build strong relationships with internal and external stakeholders. • Promote knowledge sharing, continuous learning, and workplace diversity within the team. • Engage in safety practices, including incident and hazard reporting.
Key Performance Indicators (KPIs)	<ul style="list-style-type: none"> • Employee call backs and phone waiting times are recorded for continuous improvement purposes • All participants/CYP have staff rostered to provide support and care within the agreed roster of care • Participant & significant others satisfaction with Westhaven service provided rates of 95% or above • Published roster two weeks in advance in line with the the SCHADS Award and other relevant legislation with less than 2% unfilled shifts



Knowledge, Skills, Experience and Compliance

Knowledge

- In depth knowledge of rostering, rostering systems and rostering practices
- Demonstrated ability to analyse and interpret data to make informed decisions
- Demonstrated ability to effectively liaise with a range of internal stakeholders

Skills

- Excellent organisational and time management skills
- Self-motivated and thrive within a fast paced, collaborative environment
- Ability to make data-driven decisions based on reflection and reporting

Experience

- Experience in staff coordination and roster management
- Ability to work in a highly productive environment with time pressures whilst managing multiple tasks
- 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

- Manage roster of care funding changes to base rosters in a timely manner to minimise cost overrun and employee disruption
- Timely roster publication and communication with employees for roster changes
- Ensure data accuracy and reconciliation to minimise cost expenditure

[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	
 <p>Manage, supervise and coach others</p>	<p>Model and reinforce values in organisational culture and practice</p> <ul style="list-style-type: none"> • 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. <p>Promote quality through consistent good practice</p> <ul style="list-style-type: none"> • 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. <p>Support health and manage risk</p> <ul style="list-style-type: none"> • 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. <p>Foster and develop a capable workforce</p> <ul style="list-style-type: none"> • 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. 	