

Rostering Manager.docx

Position title: Rostering Manager
Classification: Non-award
Reports to: Group General Manager - Services

About CPL – Choice, Passion, Life

CPL is a leading community support provider across Queensland and Northern New South Wales, partnering with people with disability and their families to create meaningful change.

Through personalised support, specialised guidance and expertise in collaborative decision making, we empower each person to live the life they want at every stage.

We are driven by a deep commitment to understanding our clients' aspirations and turning their vision into reality.

Drawing on decades of experience, we deliver practical, impactful support that makes a real difference – combining our expertise with genuine care to support individuals, families, and communities.

Our vision

An inclusive society for all people.

Our purpose

To provide services for people with disability so they can lead the life they choose.

Our difference

Our attitude is what makes us different. We're hopeful, determinedly enthusiastic and down-to-earth. When it comes to disability, we know one size does not fit all, which is why the CPL team ensure every effort is made to accommodate individual goals and needs.

Our values

Our values are known across CPL Group as 'Our Way'. It sets the standard for how we behave with each other and with the people we support, no matter our role, location or brand. By living these values every day, we create trust, build strong relationships and support people to live the lives they choose – together.

Understand the person

Recognising each client and employee as an individual, respecting their choices and shaping your approach around what matters most to them.

Give great service

Delivering high quality support to clients and to each other that is consistent, safe, reliable and focused on what matters to that person.

Work together

Together has strength. Collaborating between teams, brands, locations and across the community to create better outcomes.

Find better ways

Improving how you work to provide better outcomes and experiences for clients and employees.

Position purpose

Lead the Rostering and After-Hours Response functions to provide reliable and responsive operational support across the organisation, working closely with Service Delivery teams and key stakeholders to support workforce planning, roster coverage, service continuity and the timely resolution of operational issues. Lead and support the team to deliver consistent outcomes for clients and Direct Support Workers (DSWs) while ensuring rostering practices meet requirements under the Fair Work Act, relevant Award and other industrial instruments.

To support continuous improvement in the business performance of the business area/service and effectively contribute towards achievement of the organisation's vision and purpose.

Key responsibilities

- Lead the Rostering and After-Hours Response Service (AHRS) teams Provide leadership, expert advice and direction to the shift fill and AHRS teams to ensure best practice methodology and procedures to support 365-day, 24/7 service delivery and operational requirements.
- Lead, coach and develop team leaders and team members, setting clear expectations and supporting strong performance, accountability and capability across the teams.
- Plan and manage team resources, including staffing levels, leave, workloads and operational priorities, to maintain appropriate coverage and service continuity.
- Ensure rostering practices are applied consistently and support compliance with the Fair Work Act, the Social, Community, Home Care and Disability Services Industry Award (SCHADS Award), organisational policies and other relevant industrial requirements, escalating risks where required.
- Oversee the After-Hours Response Service function, ensuring incidents and operational issues are responded to appropriately, escalated and managed when needed to support safe and effective service delivery.
- Work closely with Service Delivery, Recruitment and other teams to understand workforce needs, improve roster coverage and support workforce planning.
- Provide leaders with clear and timely information about client rostering, workforce availability, roster coverage, after-hours trends and other operational issues to support decision-making.
- Build strong working relationships across the organisation and ensure the Rostering and After-Hours Response Service teams provide practical, responsive and client -centred -support.
- Lead teams through operational and organisational change and support a culture of continuous improvement, learning and collaboration.
- Undertakes other responsibilities as required and directed by manager or delegate.

Supplementary responsibilities

- Embodies CPL Group values in daily work life (see first page).

Internal

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- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

Key customers

- Reports to the Group GM Services.
- Close working relationship with Manager- Award Compliance and Workforce Systems.
- Regional Managers, Area Managers & Facilitators to ensure that efficient rostering practices support great client service achieved within budget.

Selection criteria

- Demonstrated experience leading a rostering or planning centre (or similar) that operates in a high volume, 24/7, customer service driven environment.
- Demonstrated experience in large volume & complex rostering and working within workforce management systems and guidelines.
- A demonstrated working knowledge of compliance requirements in a SCHADS award remuneration environment.
- Has experience establishing and fostering a positive team culture and environment.
- Employee management and development experience.
- Strong experience in the use of a dynamic rostering solution.
- Proven skills in leading change.
- Sound understanding of risk management processes.
- Highly developed communication and relationship building skills, both verbal and written.
- Highly developed decision-making skills.
- Ability to implement business solutions.

Additional requirements

These do not need to be addressed in selection criteria but must be included in application:

- Tertiary qualifications (Business, management, social sciences, human welfare) and/or equivalent demonstrated practical experience in community-based services for people with a disability is essential.
- Experience in leading a call centre operation is desirable but not essential.
- Current 'C' class driver's licence with regular access to a vehicle.
- A Working with Children Check, Blue Card in Queensland, or a Working with Children Check in New South Wales.
- NDIS Worker Screening Check issued by the NDIS Quality and Safeguards Commission.