

POSITION DESCRIPTION

Workforce Support Officer

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| Division: | Human Resources |
| Department: | Payroll |
| Job Profile: | CSS Level 4 |
| Banding or Award: | SCHADS |
| Reports To: | General Manager – Payroll & Rostering |

About Us

Ability Options is a not-for-profit organisation that is characterised by a strong Vision, continuous Mission, and universal Values. We keep the people we support at the centre of our hard work by providing Disability and Employment services across NSW. We offer vulnerable people high-quality services that foster their wellbeing and inclusion in the community. We pride ourselves on delivering a person-centred approach, highlighting people’s right to both choice and self-determination. We have a passion to make an impact on people’s lives. We champion all people to achieve their aspirations and goals, ensuring they are included in their chosen community and have access to a range of opportunities.

The Ability Options workplace is a safe and diverse environment that encourages strong leadership and innovation. People are our greatest asset, as our services create experiences and opportunities for our customers. Our personalised and responsive support is rewarding not only for people using our services, but also for our employees. We work alongside partners who share and exercise our Values of Trust, Inclusion, Respect, Courage and Leadership. Whether it is providing employment opportunities, giving work experience, or assisting people to live in various scenarios, we provide meaningful experiences, and inclusion for everyone.

Our Values



INCLUSION

We **embrace, encourage** and support **diversity** in everything we do



LEADERSHIP

We are a sector and service leader by **innovating, improving,** and **partnering** with others



COURAGE

We **act** on our **values** ensuring they are central to everything we do



RESPECT

We treat our participants, their families, communities, partners and each other with **dignity, appreciation,** and **recognition**



TRUST

We deliver on our promises, encourage feedback and work with **honesty** and **openness**

Primary Purpose

This role will work collaboratively with internal stakeholders to assist with the success of rostering and scheduling practices, overtime management, and ongoing system and award auditing, reporting, training, and development and leave management within the rostering management systems.

The Workforce Support Officer function has oversight over the backend of rostering relating to award compliance, late change management, leave management and administration for Disability services in group home accommodation and accommodation in respite services across all locations at Ability Options.

The focus of the Workforce Support Officer is outlined below:

- Collaborating with the Practice Managers and utilising the rostering management system to source the most efficient staffing solutions across accommodation and respite services and all locations within Disability services to best support participant and business needs.
- Work with Practice Managers to develop and implement a strong working knowledge of award conditions to manage and improve rostering practices.
- Supporting Practice Managers with the recruitment of Disability Support Workers to reduce vacant lines as required.
- Produce accurate and business intelligent reports from the rostering management system in a timely and regular manner to support the operational needs of the business.
- Ensure compliance with all relevant awards, legislation, standards, and regulations.
- Work closely with all disability staff using a strong customer service approach in supporting clear advice on issues such as rostering principles, changes requests to rosters and general roster enquiries.

Key Accountabilities

Application of Organisation/ Sector Knowledge:

- Excellent working knowledge of relevant underpinning principles of rostering, as relevant to the role.
- Maintain excellent working knowledge of Ability Options strategies, policies, processes, procedures, systems, and service offerings including vision, mission, and values of the organisation.
- Maintain a working knowledge of organisation infrastructure.
- Excellent working level knowledge of applicable Modern Awards (SCHADS, Modern Nurses, Clerks and Health Professional Award).
- Knowledge of database procedures and integration (Skedulo and Tambla).

Planning:

- Demonstrate strategic thinking to secure current and future sustainability of Ability Options operations.
- Ensure data integrity is maintained across systems appropriate to the role.
- Monitor and review processes to ensure accuracy of all output reporting.
- Work collaboratively with operations and the management team to provide reports and recommendations relating to rostering, overtime targets and meeting strategic objectives.

Teamwork/ Leadership and Culture:

- Effectively coordinate and support management with training and developing of award conditions and rostering process
- Role model Ability Options' culture/ values and share knowledge with stakeholders.
- Approach own work and problem resolution creatively and flexibly.
- Ensure all documentation is completed in accordance with policies and procedures.
- Resolve problems and foresee consequences.

Communication:

- Develop and maintain effective relationships with internal and external stakeholders.
- Ensure effective listening skills and seek/provide and/or share information in an appropriate and respectful manner.
- Resolve routine issues without assistance- escalate, seek guidance for more complex issues.
- Effectively collaborate with internal stakeholders to ensure consistency across the organisation.
- Engage positively with internal and external stakeholders to ensure our customer service identify and meet the expectations of employees.

Service Excellence:

- Deliver accurate and prompt data entry of employee rostering and scheduling information in rostering management systems.
- Run reports as required.
- Promote and deliver rostering and award training sessions on functionality of databases and award conditions and updates.
- Conduct regular audits of award interpretation data to ensure accuracy of data integrity.
- Assist in developing customised reports for internal stakeholders on shift information/ overtime costs/ statistics/ worked hours targets.

Quality- Continuous Improvement:

- Ensure service excellence are delivered efficiently and effectively according to policy and process and suggest opportunities for improvement.
- Check for inconsistencies in data/practices and address appropriately.
- Maintain issues log for recurring incidents and escalate issues as required to ensure resolution.
- Adopt and utilise timesaving and efficiency enhancing procedures/practices.

Financial Sustainability:

- Work collaboratively with Managers to reduce the cost of overhead expenses and be proactive in assisting to reducing costs.
- Minimise cost of service through the effective rostering of staff.

Risk Management/ Compliance/ WHS:

- Apply Ability Options risk management framework to all operations to mitigate risk.
- Apply safe work practices- comply with current WHS legislation and responsibilities.
- Be responsible for the health and safety of the workforce.
- Ensure clear and prompt communication with operations and the management team on matters that hold reputational, legal, or financial risk to Ability Options.

Position Dimensions

This role reports to the General Manager – Payroll & Rostering.

Freedom to Act is subject to Delegation Policy, relevant legislation, regulations, Ability Options policy, and procedures, in conjunction with CEO directives.

Exercise judgement and initiative.

Key Relationships

- | | | |
|------------------------|---------------------------|---------------------------------------|
| • General Managers | • Practices Managers | • Other Managers |
| • Employee | • Payroll/HR Team Members | • Government Agencies |
| • Third-Party Agencies | • Support Staff – PSO | • Other Community Based Organisations |

ESSENTIAL CRITERIA

- Demonstrated experience in cost-effective and award-compliant rostering. Using a contemporary large scale 24/07 Rostering Management Systems.
- Strong customer service and communication skills- written and verbal.
- Accurate and fast data entry skills.
- Ability to plan work, manage time and use own problem-solving skills.
- Ability to maintain relationships with various stakeholders, all levels of management, and front-line service delivery staff.
- Intermediate to advanced skills in Microsoft packages including Excel and PowerPoint.
- Ability to quickly learn and understand applicable Modern Awards and Other workplace laws applicable to role.
- Strategic planning, administrative, organisational, budgetary, and reporting skills.
- Ability to learn and understand Ability Options principles, policies, procedures, and practices.
- Contribute to the out of hours on call roster, including at least 5 evenings and one weekend per month and provide holiday relief for team members.
- Valid Working with Children and Police Checks.

DESIRABLE CRITERIA

- Understanding of Human Resources/Payroll in the human services sector.
- Knowledge of SCHADS, Nurses, Clerks and Health Professionals modern Industry Awards.
- Outcomes focussed, deliver results, and take personal responsibility for the quality, achievement of outcomes and quality of work.
- Highly customer focussed and able to collaboratively build and maintain relationships with internal and external stakeholders.

SIGN OFF

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| Employee Name: | | Signature: | |
| Manager Name: | | Signature: | |
| Date: | | | |

VERSION CONTROL

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|--------------------|-------------------------------|
| PD DEVELOPED BY: | GM – Payroll & Rostering |
| PD APPROVED BY: | |
| REVIEWED BY HR: | Chief Human Resources Officer |
| PD EFFECTIVE DATE: | June 2023 |