



Retirement
Communities

Position Description

Version: [SYSTEM UPDATE] – CCID: UPDATE

Position Title:	Roster Coordinator		
Position Number:		Cost Centre:	
Site/Facility:	Calvary Retirement Communities		
Department:			
Enterprise Agreement	<i>NSW: Calvary Retirement Community (NSW) and the Health Services Union - General Services Enterprise Agreement 2016</i> <i>ACT: Calvary Retirement Community Canberra Aged Care Employees Enterprise Agreement 2016</i>		
Classification:			
Reports To:	Clinical Services Manager/ General Manager		
Preparation Date		Date Updated:	8 October 2018

Primary Purpose

Being a member of the Leadership Team, the Roster Coordinator is responsible for managing employee timecards, scheduling and rostering of nursing and support employees for the site to ensure there is an adequate level of care and support provided to our residents.

The Roster Coordinator assists the Clinical Services Manager to ensure clinical services meet both regulatory and legislative requirements. The roster coordinator will assist the Clinical Services Manager in forecasting employee levels and making adjustments based on needs of residents.

The role will also assist with general administrative tasks including documentation, reporting and customer service.

Organisational Environment

At Calvary our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. We put the person at the centre of care in all that we do. Calvary continues our mission focus in providing high quality care to the sick and vulnerable and in particular to those people approaching and reaching the end of life, their families and carers in all our services.

Calvary's Services include public and private hospital care, acute and sub-acute care, community care and

retirement and aged care services, in both rural and metropolitan areas.

With more than 1000 employees and 300 volunteers, Calvary Retirement Communities(CRC) is home for over 1300 people, across NSW and the ACT, in both independent and residential accommodation, including dementia specific services.

Accountabilities and Key Result Areas

Professional:

- Responsible for the development, management and implementation of fortnightly rosters for Nursing and Support Service employees for the site
- Liaise with the Clinical Services Manager in the management of the Master Roster to ensure employee levels align with care, regulatory and legislative requirements
- Responsible for daily employee coverage, including filling shifts at short notice
- Responsible for arranging replacement coverage for personal and annual leave roster vacancies
- Investigation of basic payroll related enquiries and notification of pay adjustments in consultation with the shared services payroll team
- End of pay period adjustments including, but not limited to, transferring of hours in Kronos and Leave Audits
- Assist in forecasting employee requirements and planning accordingly
- With the support of the Shared Services Human Resources Team, provide administrative assistance with the recruitment process, on-boarding of new employees and criminal history checks
- Conduct human resource administration activities such as contract requests and criminal history checks
- Assist with other administrative tasks, which may include reception relief to ensure the smooth running of the office
- Participate in orientation, training and ongoing professional development

Documentation:

- Preparation of monthly audit reports as required
- Timesheet data input and reconciliation of Kronos Electronic Time Card
- Collate employee leave forms for authorisation
- Actively participate in Calvary Retirement Communities (CRC) quality improvement activities as directed

Communication:

- Provide quality customer service representing CRC in a positive and professional manner
- Maintain contact with employee and agencies regarding allocation and roster changes
- Liaise with the Shared Services Payroll Team for staff payroll enquiries and clarification
- Utilise a range of communication and interpersonal skills to build positive relationships with employees and management

Decision Making:

- Ability to fill shifts at short notice ensuring adequate clinical coverage
- Ability to identify when to contact and utilise casual and agency staff
- Seek appropriate authorisation before utilising agency staff
- Seek guidance from HR/Payroll for enquiries around Enterprise Agreement and Award interpretation, employment legislation and the operational aspects of Kronos

People and Culture:

- Practice in accordance with Calvary and relevant Government health policies and procedures, the position description, Code of Conduct and industrial agreements.

- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect

Service Development & Innovation:

- Identify ways to improve roster efficiency
- To undertake other duties and administrative functions as directed

WH&S Responsibilities: Take reasonable care of your own health and safety and the health and safety of others in the workplace;

- Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
- Report to your supervisor any incident or unsafe conditions which come to your attention;
- Observe any additional requirements as outlined in Calvary's *WHS Responsibilities, Authority and Accountability Table* (published on Calvary Connect)

HEALTH & SAFETY IS THE RESPONSIBILITY OF EVERY PERSON

Key Relationships

Internal:	<ul style="list-style-type: none"> • General Manager • Clinical Services Manager • Site Leadership Team • Rostered employees
External:	<ul style="list-style-type: none"> • Agency contacts

Position Impact

Direct Reports:	<ul style="list-style-type: none"> • N/A
Budget:	<ul style="list-style-type: none"> • N/A

Selection Criteria

- Demonstrated rostering coordination experience
- Demonstrated administrative and customer service experience
- Excellent computer skills including proficient operating of MS Office Suite
- Strong attention to detail and time management skills
- Ability to work both independently and in a team environment
- High level communication and interpersonal skills
- Possession of a valid police certificate with required clearance
- Commitment to the philosophy, mission and values of Calvary
- Demonstrated experience using Kronos (Highly Desirable)
- Experience in working in the aged care or similar environment (Desirable)
- Workforce planning experience is a strong advantage

Approvals

Job Holder's signature:	Date:
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Manager's signature:	Date:
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