



# Position Description

## Business Administration Team Leader Roster Centre

Wesley Home and Residential Care  
July 2018

### Agreement

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Signed – Manager

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Signed – Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# **Business Administration Team Leader Roster Centre Wesley Home and Residential Care**

## **1 Overview of Wesley Mission**

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

## **2 Overview of Wesley Home and Residential Care**

Wesley Home and Residential Care believes in providing every opportunity for people to live happy and fulfilled lives. We are committed to finding innovative and flexible ways to provide quality services for people while providing them with ways to learn develop and achieve their goals.

The Wesley Home and Residential Care team delivers services in the following areas:

- Residential Aged Care
- Home Care
- Disability Services

## **3 Overview of role**

The Business Administration Team Leader – Roster Centre has the responsibility for the management of a centralised team of Roster Coordinators and the roster functions within the portfolio for our home care and disability services. The position will ensure that Wesley Home and Residential Care services are delivered efficiently according to client requests and staff availability, maximising the use of Wesley Mission staff.

## **4 Relationships**

- Reports to: Business Services Manager
- Direct reports: Roster Coordinators



## **5 Major role responsibilities**

### **5.1 Our clients**

- understands and monitors the impact of a client choice environment on rostering practices
- ensure the integrity of the information entered into client systems (i.e. Carelink+)
- ensure that there is consistent delivery of professional and friendly services at all times
- there are processes in place to ensure that clients are always delivered a service in an agreed manner and timeframe
- ensure appropriate compatibility of staff with clients, considering skills, cultural, spiritual and lifestyle preferences
- actively promote a client-focused working environment
- ensure there are processes in place to encourage timely and accurate communication between all staff related to rostering of service delivery for clients

#### **Performance Measures**

- regular reporting of agreed indicators
- clients and other stakeholders express satisfaction with the service provided by the team

### **5.2 Our people (our team)**

- ensure that staff are rostered fairly and equitably in accordance with their employment contract and relevant Awards and agreements
- provide daily support and supervision to Roster Coordinators
- ensure staff are appropriately skilled in the use of Wesley Mission systems
- creates a team culture of inspiration and passion for Wesley Mission
- promotes and ensures adherence to Wesley Mission brand by all members of the team
- ensures all Human Resource (HR) policies and procedures are understood and adhered to, seeking consultation with the Business Services Manager and HR department as required
- sets KPI's for individual staff members and document within Employee Contribution and Development Plans
- regularly reporting into your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc.
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings and conduct regular meetings with your team
- complete audits and indicators related to area and identify corrective action as required

#### **Performance Measures**

- high team engagement as demonstrated through staff satisfaction surveys
- improved staff satisfaction with rostering practices as demonstrated through staff satisfaction surveys



### 5.3 Our operations

- ensure standardized, efficient and effective rostering services, including planned or unplanned leave management strategies
- provide early feedback to Operation Managers or equivalent where there is difficulty in filling shifts or there is staff shortages
- ensure the process for after-hours replacement in 24/7 rosters is managed and coordinated with operational staff
- ensure timesheets are accurate
- maximise staff utilisation through the monitoring of travel time, effective job allocation and contract hours with consideration to skills, experience and training of available staff and suitability to client needs
- ensure that there are effective systems in place to manage the day to day activities within the department including contemporaneous record keeping and documentation
- monitors that regulatory and contract requirements related to rostering outcomes are met
- provides subject matter expertise and support to the ongoing development rostering systems used within Wesley Mission
- encourages an active continuous improvement culture through the identification and reduction of roster errors
- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates

#### Performance Measures

- staff utilisation meets industry benchmarks
- continuous improvement is actively demonstrated
- professional Wesley Mission brand presentation

### 5.4 Our financials

- identify system gaps and opportunities for efficiency gains
- monitor use of casuals and overtime
- analyse and take actions to minimise spend on agency staff / brokerage

#### Performance Measures

- reduction in spend on agency staff / brokerage

## 6 Professional responsibilities

- as directed, other activities to support the delivery of the Wesley Home and Residential Care Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as a worker, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment - all hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures



- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- participate in Wesley Mission's Employee contribution and development process
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation and ongoing learning and development program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission are maintained at all times
- Maintain confidentiality

## **7 Selection criteria**

To be successful in this position, candidates must possess the following:

### **7.1 Demonstrated behaviours**

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- ability to engage and inspire a passionate team through clear decision making and the provision of a supportive and collaborative management style
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience

### **7.2 Essential skills/knowledge**

- strong technical skills in roster management
- demonstrated experience in a similar position
- well-developed skills in the use of client databases
- demonstrated experience in creating and delivering high levels of customer service
- experience in managing internal and external stakeholders to achieve set objectives
- proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines and budgets
- demonstrable skills in conflict resolution and change management
- experience in managing and developing a team for superior performance



- thorough attention to detail
- excellent written and oral skills, public speaking and presentation capabilities
- outstanding interpersonal skills, flexible, patient and the ability to relate well to all levels of society that Wesley Mission interacts with
- proficient computer skills in Microsoft Office

### **7.3 Desirable skills/knowledge**

- an appreciation of the challenges involved in managing a diverse workforce within a not for profit environment
- experience with providing financial management to diverse programmes