

Position Description

Junior Roster Coordinator

Disability Workforce Planning

August 2026

Agreement

Signed–Manager

Signed–Employee

Date

Date

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 conceive, develop and 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: "...doing all the good we can because every life matters".

Out of Christian love and compassion our values are Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

2. Overview and purpose of Disability Workforce Planning

The purpose of Disability Workforce Planning is Rostering for ITC-SD and Residencial Care program .

It achieves its purpose by briefly state how the portfolio fulfils its purpose.

Services include briefly state the service/s the portfolio provides.

Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy and underpinned by its values.

3. Purpose of role

The purpose of the role is to provides administrative and operational support to the rostering function to assist with the delivery of accurate, timely and compliant staff rosters. The role supports day-to-day roster maintenance, data entry, communication of roster changes and basic scheduling tasks under the guidance of the Roster Coordinator and Workforce Planner.

The position assists with maintaining accurate information in rostering systems, supporting roster coverage and responding to routine enquiries from staff, clients and service teams..

4. Relationships

Reports to: Manager Rostering, Intake & Billing

Key relationships: State the positions / teams / agencies with which the role most interacts

Industrial instrument: SCHADS Award as a Social and community services employee, Level 3, Pay Point 1

5. Major role responsibilities

Key Responsibility Area	Duties and Responsibilities
Rostering Administration and Workforce Administration	Assist with preparing, updating and maintaining staff rosters in Tanda or other relevant rostering systems.
	Enter and update staff availability, roster changes, leave information and shift details.
	Assist with filling routine shift vacancies in accordance with established procedures.
	Support the publication and communication of roster updates to staff and relevant stakeholders.
	Maintain accurate and up-to-date records in client and rostering systems.
Support with Roster Changes	Assist in responding to routine roster changes, planned absences and staff availability updates.
	Notify the Roster Coordinator or Supervisor of urgent, complex or unresolved rostering issues.
	Support continuity of care by helping identify available staff for client shifts.
	Follow established procedures when making roster amendments or communicating changes.
Stakeholder Communication and Customer Service	Respond to routine rostering enquiries from support workers, clients and internal teams.
	Communicate roster updates in a clear, timely and professional manner.

	Escalate complex enquiries, complaints or compliance concerns to the Roster Coordinator or Workforce Planner.
	Maintain respectful and professional communication with staff, clients and managers.
Compliance and Data Accuracy	Assist with maintaining accurate roster information to support payroll and reporting processes.
	Follow SCHADS Award, organisational policy and procedural requirements when performing rostering tasks.
	Identify and escalate possible roster errors, missing information or compliance concerns.
	Support basic roster checks as directed.
Team Support, Reporting and Continuous Improvement	Provide general administrative support to the rostering and workforce planning team.
	Participate in training, team meetings and process improvement activities.
	Assist with reports, document preparation and data entry as required.

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6. Professional responsibilities

- Support and work in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed.
- Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work. Report hazards and incidents to your supervisor and in accordance with the organisation's Work Health & Safety Management Framework Manual, related safety policies and procedures and site/service procedures. This includes taking part in safety consultations and safety investigations within your service to help resolve them in a timely manner.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.

- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Act in good faith in the organisation's best interests, exercise due care and skill in your work, follow reasonable directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses and events as required by your supervisor.
- Participate at least annually in the Contribution and Development Plan process for your role for recognition, compliance and development.

Dot point any other professional (non role-specific) responsibilities that apply.

7. Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

KPI Area	Target
Roster Accuracy	98%
Shift Coverage	90%
Data Accuracy	98%
Response to Enquiries	Within 1 business day
Payroll Corrections	Less than 2%

8. Selection criteria

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

Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and:
 - Work in accordance with the organisation's Vision, Mission and Values.
 - Value people through kindness, respect, care and support.
 - Foster trust through honesty, integrity, reliability and fairness.
 - Demonstrate personal accountability including in your conduct, compliance, commitment, performance and quality of the service you provide.
 - Contribute to a positive and highly engaged work environment through a positive manner and being a good colleague, collaborator and team player.
 - List other demonstrated behaviours if applicable.

Essential skills/knowledge

- Experience in administration, customer service, scheduling, rostering, or a similar role.
- Well-developed organisational and time management skills, with the ability to manage competing priorities.
- High level of attention to detail and accuracy in data entry and record management.
- Ability to follow established policies, procedures and work instructions, and seek guidance when required.
- Strong verbal and written communication skills, with the ability to communicate effectively with a range of stakeholders.
- Ability to work effectively in a fast-paced environment with changing priorities and deadlines.
- Proficiency in Microsoft Office Suite, including Outlook, Excel and Word.
- Willingness and ability to learn and use rostering and workforce management systems, including Tanda.
- Demonstrated ability to work both independently and collaboratively within a team environment.
- Commitment to maintaining confidentiality and handling sensitive information appropriately.

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- Previous experience in disability, aged care, home care, community services or rostering.
- Basic understanding of the SCHADS Award.
- Experience using Tanda or similar rostering/workforce management systems.
- Training or qualifications in business administration, community services or human resources.

Training and qualifications

- Affirmation of Wesley Mission's Christian values and code of conduct.
- Valid Working with Children Check, NDIS Worker Screening Check, and Police Check.
- COVID-19 and flu vaccinations as per current health guidelines.
- Availability to work flexible hours, including during peak rostering demand periods or emergencies.

Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.