



culture and care
with an Italian flair



Position Title	Rostering Team Manager
Department:	Aged Care Services
Report To (Position):	Director Aged Care Services
Primary work location:	Carlton
Classification/Band:	Social and Community Services - Level 6
Industrial Instrument:	Social, Community, Home Care and Disability Services Industry Award (SCHADS)

ABOUT CO.AS.IT.

CO.AS.IT. – Italian Assistance Association – has operated in Victoria since 1968 as a charitable institution, strongly committed to the general well-being and the enhancement of the quality of life of the Italian Australian community. CO.AS.IT aims to achieve the full potential of our community through the delivery of culturally appropriate services and the promotion of the Italian language, culture and heritage. We engage and empower the Italian Australian community by delivering best practice services and programs in the aged care, education, culture and heritage sectors.

CO.AS.IT. has four core pillars underlying the work we do within the Italian and Australian Community:

- Leading Community Engagement
- Excellence in Products & Services
- Our People & Consumers are our strength
- Operational Excellence

ABOUT AGED CARE SERVICES DEPARTMENT

LIVE LONG AND WELL AT HOME

CO.AS.IT. AGED CARE offers a variety of services to help individuals maintain their independence and wellbeing, whether they are eligible for a package or require individual services. The following services are available:

- Domestic assistance (cleaning)
- Personal care
- Flexible respite
- Social support groups
- Individual social support
- Nursing
- Gardening
- Home maintenance
- Aids & Equipment

ABOUT THE ROLE

Role – Description of role

Lead safe, reliable and culturally responsive home care rostering, managing five rostering staff and overseeing workforce coordination and supervision for approximately 120 Support Workers. Balance client needs, continuity of care, workforce capability, employment obligations and costs through effective planning, leadership and continuous improvement.

Key responsibilities

Strategic planning and service development

- Develop workforce and rostering plans aligned with service priorities, demand, growth and approved budgets.
- Forecast workforce needs and identify recruitment, training and retention priorities in collaboration with the Leadership team.
- Set team objectives, monitor progress and lead approved service, system and operational changes in consultation with staff.

Quality, client experience and safeguarding

- Promote client dignity, choice, independence and cultural safety, using current care instructions, risks and competency requirements to guide worker allocation.
- Respond promptly to feedback and complaints; ensure incidents, missed visits, safeguarding concerns and changes in client wellbeing are recorded and escalated.
- Support compliance with aged care requirements, the Aged Care Code of Conduct, relevant quality standards and policies, including audits and corrective actions.
- Refer clinical concerns and changes in care needs to Care Partners or clinical staff.
- Maintain accurate rostering, client and workforce information, protecting privacy, confidentiality and appropriate system access.
- Report on service coverage, continuity, response times, workforce utilisation, costs, compliance and performance review completion, highlighting risks and required actions.
- Review recurring errors and service disruptions, improve workflows and systems, and evaluate outcomes with relevant teams.

Leadership and management of Rostering staff

- Lead and support the five rostering staff, setting clear expectations and allocating workloads, support worker portfolios and leave coverage fairly.
- Provide regular supervision, coaching and team meetings; conduct documented annual performance reviews and set development goals and follow-up actions.
- Manage induction and probation reviews with HR; address performance, attendance and conduct concerns fairly and within delegated authority.
- Build a cohesive, respectful team, resolve conflict early and promote collaboration, accountability and staff wellbeing.

ABOUT THE ROLE

Support Worker oversight and compliance

- Ensure Rostering Coordinators complete Support Worker annual performance reviews and development plans and followed up on agreed actions.
- Manage Support Worker attendance, conduct and performance concerns escalated by Rostering Coordinators, in consultation with HR and within delegated authority.
- Follow-up of compliance checks and mandatory training, and resolve outstanding matters requiring management decisions.
- Identify training gaps in Support Worker capabilities and plan learning and development with support of Human Resources (HR).
- Oversee roster and payroll checks, ensure discrepancies are resolved promptly and address rostering discrepancies through improvements to rostering practices .
- Monitor workforce capacity, availability, leave and retention, and coordinate recruitment and training needs with HR.
- Ensure required staff compliance checks, qualifications, drivers' licences and mandatory training remain current, up to date and documented. .
- Monitor support worker utilization rate and hours of services provided internally and number of hours outsourced to Associated Providers.
- Ensure rostering reflects applicable SCHADS Award provisions, employment agreements and policies, seeking HR advice where required.
- Ensure roster, attendance, leave and service records are accurate and discrepancies are resolved with Payroll and Finance before processing deadlines.

Rostering operations and service continuity

- Oversee accurate, timely rostering of services reflecting details from Care Partner's service requests which specify the number hours, client preferences and tasks to be provided. .
- Ensure roster changes, absences and urgent cover are managed promptly and communicated to clients, workers and relevant teams.
- Monitor and resolve unfilled, missed, late and at-risk visits, prioritising time-critical services and escalating concerns to Director Aged Care Services.
- Maintain contingency plans for covering staffing shortages, including assisting the rostering team during emergencies or during rostering team members absences.
- Oversee roster and payroll checks, ensure discrepancies are resolved promptly and address recurring rostering issues.

Occupational health and safety and risk management

- Promote prompt reporting of hazards, incidents and wellbeing concerns; implement controls and escalate significant or unresolved risks.
- Support any SIRS investigations, return-to-work arrangements and corrective actions with HR and management.

ABOUT THE ROLE

Accountability and review

- Manage staff and resources within approved plans, policies and written delegations.
- Escalate significant service, safety, financial and employment matters, and obtain authorised approval for decisions beyond delegation.
- Refer clinical decisions to Clinical Manager.
- Responsibilities may be reviewed in consultation as service needs change, consistent with the role and classification. Objectives are agreed with the reporting manager and reviewed through supervision and annual performance review.

Key working relationships

Internal: Aged Care Services leadership, rostering staff, Support Workers, Care Partners, clinical and quality teams, HR, Payroll, Finance, IT and after-hours staff.

External: Clients, carers and authorised representatives; approved service and agency providers; training and system support providers

KEY SELECTION CRITERIA

Selection criteria

- Relevant qualification in management, business, HR, community services, health or a related discipline, or substantial relevant experience and training.
- Management experience in complex rostering or workforce operations within aged care, community care, health or a comparable service.
- Proven team leadership, supervision, performance management, conflict resolution and staff development skills.
- Ability to plan workforce requirements, manage change, monitor budgets and deliver measurable service improvements.
- Sound working knowledge of the SCHADS Award and employment requirements relevant to rostering.
- Strong communication, negotiation and problem-solving skills, with sound judgement under pressure.
- Proficiency in rostering and workforce systems, data analysis and management reporting.
- Knowledge of community aged care, safeguarding, workforce compliance, privacy and workplace health and safety.
- Commitment to culturally responsive care and an inclusive workforce. Understanding of older people from culturally and linguistically diverse backgrounds; Italian language skills are desirable.
- Knowledge and understanding of the Aged Care Act, Strengthened Aged Care Standards and Aged Care programs.

Other requirements

- Maintain required screening checks, licences and mandatory training. Travel between service locations and support business continuity arrangements as required by the role and agreed employment conditions.

CHECKS, LICENSES AND REGISTRATIONS

- National Police check
- Working with Children's check
- Current full or probationary drivers license
- Right to work in Australia

INCLUSION, DIVERSITY AND CHILD SAFE STATEMENT

CO.AS.IT. is an Equal Opportunity and Child Safe employer. We are inclusive, embrace diversity and are committed to child safety, supporting the best interests of children in all our operations. We are dedicated to welcoming and working with all people from diverse backgrounds, including but not limited to, those identifying as LGBTIQ+, Aboriginal and Torres Strait Islander, people from cultural and linguistically diverse (CALD) backgrounds, and people with a disability.

ACKNOWLEDGMENT & SIGN-OFF

I certify that I have read, understood, and accept the duties, responsibilities, and obligations of my position.

Signed by Employee

Date