

Position Description

Rostering Coordinator - Home Support

Employment type: Full-time

Reports to: Service Manager – Home Support

Position location: RERC Head Office (Fitzroy)/ Working from home

Direct reports: Nil

Role Purpose

The Rostering Coordinator supports our Home Support Team in the creation and maintenance of rosters within our data management system to ensure reliable and consistent service delivery to our clients.

Qualifications and Experience

- Previous experience in a not-for-profit sector
- Previous experience in a similar role
- Fluent Russian
- Current Police check (within 12 months) or willingness to obtain one

Skills, Attributes and Knowledge

- Excellent planning and organisation skills, enabling rigorous prioritisation of business activities, to deliver competing work priorities and meet deadlines
- An excellent communicator, with adaptive verbal and written skills, and able to influence and internal and external stakeholders with confidence, assertiveness, and humility
- Highly service orientated and resourceful, with ability to develop effective relationship in order to meet service levels and functional objectives and commitment to provide excellence in client services
- Demonstrated commitment to and involvement in continuous improvement, a safe working environment and quality care.
- Well-developed understanding of Aged Care Quality Standards
- Strong previous exposure to client databases and care management systems, intermediate to advanced skills in Office 365 (Word, Excel, Teams, PowerPoint).

Key Accountabilities

Roster Management

- Preparation, maintenance, and update of rosters in a timely manner with consideration of the skill mix required to ensure safe and quality care is delivered across the organisation
- Management of day-to-day and ad hoc rosters associated with sick leave, annual leave & unplanned absences
- Management of staff queries regarding rosters, timesheets, reimbursements and application use
- Maintaining the accurate recording of case notes on roster management in CRM system
- Liason with client service coordinators and Brokerage partners to ensure the client receive safe and quality care

Time Sheet, Reimbursement and Invocies validation

- Collection and validation of the care workers time sheets to correspond with the allocated shifts prior to forwarding to line manager approval and to Payroll processing
- Collection and validation of the care workers reimbursements prior to forwarding to line manager approval and to Payroll processing
- Collection and validation of the contractors' invoices prior to forwarding to line manager approval and to Payroll processing

Other Responsibilities

- Working closely with Service Manager to optimise workforce planning and cost effectiveness
- Ensure adherence to Aged Care Quality Standards, program guidelines, policies, and procedures;
- Address staff performance issues promptly and professionally
- Actively participate in a risk management process including identification and evaluation of operational and client risks, control and escalation of risks

Russian Ethnic Representative Council of Victoria

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- Participate in quality and accreditation self-assessment activities and support implementation of agreed improvements
- Ensure timely, relevant and accurate service data collection, prepare statistics, internal and external reports as required and directed
- Develop and maintain a positive relationship with internal and external stakeholders including service providers and key referrers