



POSITION DESCRIPTION

Rostering Coordinator

Division: Rostering Team

Employment: Full Time

Reporting to: Services Manager

Remuneration Package Range: \$90k to \$115k per annum inclusive of all benefits and superannuation. Rated on qualification levels and experiences.

Primary Objectives

The Organisation:

Sunraysia Residential Services Inc. (SRS) is a not-for-profit community organisation providing aged care and disability support for over 40 years. Our core services include in-home supports, community access, capacity building day programs, and award-winning supported accommodation for both short and long-term stays.

SRS is committed to delivering high quality, person-centred services that enable individuals to live meaningful and independent lives within their community.

Position Summary

The Rostering Coordinator is responsible for developing and managing staff rosters across multiple service divisions to ensure participants receive consistent, high-quality support.

This role ensures staffing levels align with participant needs, funding allocations, and organisational requirements while maintaining compliance with the SCHADS Award and relevant employment legislation.

The Rostering Coordinator works closely with managers, staff, participants, and families to coordinate supports effectively and respond to changing service needs.

Key Responsibilities & Performance Indicators

Key Responsibilities

Workforce Rostering and Scheduling

- Develop, maintain and update staff rosters to ensure appropriate staffing levels across all services.



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- Allocate shifts to suitably qualified staff based on participant needs, service requirements and staff availability.
- Ensure contracted staff hours are rostered appropriately while utilising casual staff to fill service gaps when required.
- Coordinate staffing schedules to respond to fluctuating participant needs and service demands.
- Respond to last-minute changes including staff absences, emergency shifts or urgent participant support requirements.

Staff Coordination and Communication

- Manage staff requests relating to rosters including leave, shift swaps and availability changes.
- Communicate roster updates and service requirements to staff in a timely manner.
- Work collaboratively with managers to address workforce planning needs.
- Support positive working relationships with staff and contribute to a collaborative team culture.

Compliance and Industrial Relations

- Ensure all rosters comply with SCHADS Award provisions including working hours, penalty rates, overtime and rest breaks.
- Monitor shift allocations to minimise staff fatigue and ensure safe working conditions.
- Maintain accurate records of rosters, time sheets and leave requests for payroll, compliance and audit purposes.

Participant and Family Liaison

- Liaise with participants and families to ensure rostered supports meet individual needs and service agreements.
- Ensure support arrangements reflect participant preferences, goals and funding allocations.
- Maintain positive relationships with participants and families to support quality service delivery.

Financial and Service Monitoring

- Monitor roster utilisation to ensure services remain within allocated budgets and participant funding levels.
- Review financial and payroll reports provided by the finance team to ensure accuracy in staffing allocations.



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	<ul style="list-style-type: none">• Assist management in maintaining financial sustainability across service delivery. <p>Quality, Reporting and Continuous Improvement</p> <ul style="list-style-type: none">• Provide reports to management regarding rostering outcomes, staffing trends and service utilisation.• Participate in internal audits and quality improvement processes to ensure compliance with organisational and regulatory standards.• Assist in the development and review of policies, procedures and operational systems where required.• Identify workforce skill gaps and support managers in coordinating training and development opportunities. <p>Organisational Contribution</p> <ul style="list-style-type: none">• Participate in organisational working groups and committees aimed at improving service delivery and organisational performance.• Support organisational events including fundraising activities, marketing initiatives and community engagement activities.• Contribute to maintaining a positive reputation and public image of SRS.
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Key Selection Criteria	<p>Experience</p> <ul style="list-style-type: none">• Demonstrated experience in rostering, scheduling or workforce coordination within a service-based environment.• Experience working within disability, healthcare, aged care or community services sectors is highly desirable.• Experience coordinating rosters for a large workforce (50+ staff) is advantageous. <p>Desirable Qualifications</p> <ul style="list-style-type: none">• Certificate IV in Disability or Individual Support• Diploma or higher qualification in business administration, human resources or related field• Experience in workforce planning or financial monitoring <p>Knowledge</p>
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	<ul style="list-style-type: none">• Understanding of the SCHADS Award including working hours, overtime, penalty rates and employment conditions.• Working knowledge of NDIS and/or Aged Care standards and service environments is desirable. <p>Skills and Abilities</p> <ul style="list-style-type: none">• Highly developed organisational and time management skills with the ability to manage competing priorities.• Strong attention to detail and accuracy when managing rosters and workforce data.• Strong analytical skills to review staffing levels, funding allocations and service demands.• Ability to respond quickly and effectively to staffing changes in a dynamic environment. <p>Communication</p> <ul style="list-style-type: none">• Excellent interpersonal and communication skills.• Ability to liaise effectively with staff, managers, participants and families.• Ability to manage conflict and resolve rostering issues professionally. <p>Technology</p> <ul style="list-style-type: none">• Experience using rostering or workforce management software.• Strong computer skills including Microsoft Office and HR systems.
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Conditions of Employment	<p><u>Employment Conditions</u></p> <p>The terms and conditions of employment at SRS are in accordance with the Employment Agreement and SRS policies and procedures.</p> <ul style="list-style-type: none">• Probationary Period - The first three (3) months of your employment is a probationary period. A Qualifying Period of six (6) months applies to your employment. After the 3-month probationary period is completed, one weeks' notice is required by either party upon termination in the final 3 months of the qualifying period.• Victorian Working with Children Check• NDIS Worker Screening Clearance• Current Driver's License• Two (2) Professional References
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| | <ul style="list-style-type: none">• Fundraising – Fundraising is an integral function at SRS. All staff are required to assist and be actively involved in volunteer events and functions and lead by example at all times |
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