



Position Description

Position Title:	Roster Clerk
Service Area:	Disability and Mental Health Services
Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 Level 3
Location:	3 Powell Lane, Charters Towers, QLD, 4820.
Reporting To:	Disability and Mental Health Services Manager
Issue Date:	27 th April 2022

The Organisation

Prospect Community Services Ltd. is a non-profit organisation managed by a Board of enthusiastic, community minded people. The organisation endeavours to identify, promote and develop the interests and needs of the Charters Towers community through the provision of a diverse range of programs and services.

Position Purpose

The position of Roster Clerk is responsible and accountable for the development and administration of the organisation's rosters.

Position Responsibilities

- Allocate employees to organisational rosters with maximum consideration to the participant, service and employee requirement and with regard to budgetary and industrial relations framework.
- Liaise with the Disability and Mental Health Services Team Members and participants in the development and coordination of rosters.
- Update roster changes as appropriate and/or as directed.
- Reconciliation of employee timesheets.
- Reconciliation of employee travel/log sheets.
- Generate and maintain reports on cancelled shifts and/or hours.
- Allocate "buddy shifts" for new employees in conjunction with Team Leader and/or Client Engagement Officer.
- Participating in the service area's on-call roster, in order to provide 24-hour service to participants and the community.
- Maintain participants privacy and confidentiality, treating them with dignity, respect and sensitivity at all times.
- Empower and enable participants to exercise their right to self-determination.
- Develop, maintain, and submit internal and external records and reports in the required manner, form and timeframe.

Other Duties

- Participating in quality improvement processes.
- Implementing Prospect Community Services Ltd.'s work health and safety risk management processes.
- Complying with all related legislation, regulations, standards, codes, guidelines, and quality frameworks.
- Adhering to Prospect Community Services Ltd. policies, procedures, and guidelines.
- Performing designated tasks and duties as rostered, and undertaking such other reasonable tasks and duties as instructed by Prospect Community Services Ltd.

Key Selection Criteria

Qualifications/Experience

- Demonstrated working experience in the Disability and Mental Health Sector (desirable).
- Minimum two years' experience in an office administration, reception or a similar position (desirable).

Skills and Attributes

- Demonstrated ability to work effectively with a team in a fast-paced environment.
- Demonstrated initiative and independence.
- Strong communication and interpersonal skills.
- Strong participant focus and a genuine desire to assist others.
- Inclusive and culturally-aware.
- Willingness to work a flexible roster.
- Sound knowledge of administrative systems and procedures, and proficiency with office technology i.e. Microsoft Office.

Mandatory Requirements

- Current Queensland Driver Licence.
- Possession of, or eligibility to obtain, a current, valid Blue Card Positive Notice (Working with Children Check).
- Possession of, or eligibility to obtain, a current NDIS Worker Screening Prescribed Notice (Criminal History Screening).
- Ability to pass drug and alcohol screening.
- Prospect Community Services Ltd. staff are required under the "Workers in a healthcare setting (COVID-19 Vaccination Requirements) Direction" to have received the prescribed number of doses, including a prescribed booster dose, of a COVID-19 vaccine approved for use in Australia by the Therapeutic Goods Administration or endorsed by WHO-COVAX before commencement of employment. Proof of immunisation status is required.



Performance Appraisal

This position is subject to:

- Probationary performance appraisals at or before the end of each of the incumbent's second, fourth, and fifth months of employment; and
- Annual performance appraisals on the anniversary of employment.

Note

It is not the intention of this Position Description to limit the scope, responsibilities, or accountabilities of the position but to highlight its key aspects. These aspects may be altered in accordance with the changing requirements of the role.

Certification

Employee

I hereby acknowledge that I have read, understood, and agree to comply with this Position Description. I accept all position requirements, including its responsibilities and key performance indicators which may be altered in accordance with the changing requirements of the role.

Name	Signature	Date

Direct Supervisor

I certify that this Position Description is an accurate representation of the current requirements of the role.

Name	Position	Signature	Date