

Able Australia is a leading provider of disability services for adults and community supports for seniors. We are a diverse not-for-profit organisation offering a broad range of high quality services to enable those we support live the life they choose.

Established 50 years ago we have grown from providing help to the deafblind community, into an innovative and diverse organisation with varied service offerings. Our mission is to build on our heritage and empower the individuals we support to reach their potential by living our values of trust, kindness, respect and excellence every day. We strive to provide the best quality care in a long term partnership with our clients and their loved ones.

Our passionate staff and volunteers have been proudly helping those we support to reach their full potential. We currently provide services in Melbourne, Tasmania, ACT and SE Queensland.

Position Title:	Rostering Coordinator-Supported Independent Living (SIL)
Reports To:	Sue Kapourelakos, National Director NDIS Transition & Operations, Disability Services
Employment Type:	Full time
Work Location:	Camberwell or various locations as required to our services within metropolitan Melbourne
Award:	SCHADS 3
Updated:	10/05/2019

1. Position Summary

1.1 Job Purpose

The role should Manage and co-ordinate accurate and up-to-date rosters for both clients and employees across our Victoria Supported Independent Living

This role is accountable for the delivery and continuous improvement of high quality person-centred service to clients, within budget, aligned to Able Australia's Mission, Vision and Values, at-Able Australia supported independent living, community & day services.

1.2 Key Result Areas

1. Ability to liaise with staff, clients, carers and other stakeholders from a diverse range of groups
2. Ability to manage carers and customer relations
3. Competent use of Microsoft Office, including data entry of care notes, care planning and rostering using Carelink or any other CRM systems.
4. Flexibility to accommodate peaks in work flows
5. Problem solving and negotiation skills
6. Responsible for after hours on call and services

2. Selection Criteria:

2.1 Essential Skills

1. Relationships – expert in developing great working relationships, gaining trust and respect
2. Communication – well-developed verbal and written communication skills
3. Goal oriented/solution centric – driven and solution centric, willing to learn
4. Organisation – well planned, professional and organised
5. Time Management – efficient, timely and able to balance multiple tasks
6. Leadership – None needed
7. Person-centred application – recognise, respect and respond to the rights of people we support
8. Financial literacy – understanding of NDIS funding, a basic level of analysis needed

2.2 Essential Personal Attributes

1. Attitudes – positive attitude; understands disability issues (e.g. client rights, independence, QOL, etc.)
2. Person-centred - Recognise, respect and respond to the rights, interests and requests of people we support.
3. Self-management - take responsibility for your own behaviour and well-being
4. Collaborative team player - works well with others, by doing what is needed to strive for a common goal. Includes the national management team.
5. Respect – workers & clients
6. Personal judgement and flexibility – Demonstrate you possess these inherent characteristics

2.3 Qualifications:

1. Computer literacy – Understanding of client management systems (carelink preferred), good use of excel needed.
2. Diversity experience – experience supporting people with disability, including diverse and indigenous backgrounds
3. Motor Vehicle – an Australian driver's licence

4. Required Performance:

This position description broadly outlines the requirements of the role. All Able Australia positions must also demonstrate an understanding and adherence to all relevant Able Australia policies and procedures and must successfully complete Able Australia's pre-employment online training program. All Able Australia staff also require a specific performance agreement – a set of key result area (KRA) related performance goals, but grounded on site specific/local needs, with measures for a specific period (typically 12 months). Progress of that agreement is reviewed regularly with the employee's manager.

I, _____ have read, understood and agree to comply with this position description.

Signature: _____ Date: _____