

## POSITION DESCRIPTION

<b>The Role</b>	<b>Rostering and Administration Clerk</b>
<b>Location</b>	2 Walgarra Street COOMA NSW 2630   104 Maybe St Bombala NSW 2638
<b>Employment Type</b>	Part-Time or Full Time
<b>Terms &amp; Conditions</b>	Social, Community, Home Care and Disability Services (SCHCADS) Industry Award 2010
<b>Salary</b>	Award Classification Level 3
<b>Position report to</b>	Regional Service Coordinator
<b>Direct Reports</b>	Nil
<b>About Monaro Community First (MCFirst)</b>	MCFirst, a well-respected, not-for-profit organisation operating in the Snowy Monaro Region since 1954 has been delivering a range of supports to people with disabilities, frail aged people and their families and carers to choose the care that meets their needs. These supports are codesigned, coproduced, trauma informed, high quality, recovery focused and person-centred using supported decision-making strategies. Our services include disability support, aged care support, independent living, employment and training services.
<b>MCFirst Values</b>	Our Values are to be an organisation that promotes Hope, Respect, Trust, Inclusion, Innovation, & Compassion.
<b>Purpose and aims of the Role</b>	<p>The Aged Care and National Disability Insurance Scheme (NDIS) are Commonwealth funded programs which are a collection of services to support aged and people with a disability to stay in their own home. What this service looks like is dependent on the client's needs, what risks they are willing to take and how they will get their needs met.</p> <p>The Rostering Clerk works in the service delivery team to ensure appropriate staff have been assigned to provide clients with relevant supports. The Rostering Clerk role must be responsive to client and staff requests while ensuring timely communication between all stakeholders. This role ultimately supports the MC First service delivery team in the implementation of high-quality services to eligible clients whilst ensuring compliance with the NDIS and Aged Care Standards.</p>

Area of responsibility	Responsibilities and duties	Performance indicators and expected results/outcomes.
<b>Service Provision</b>	In conjunction with the Regional Service Coordinator and Team Leaders, ensure that shifts are filled in a timely manner and in such a way as to ensure minimum disruption to clients and ensure maximum cost effectiveness to the organisation.	<ul style="list-style-type: none"> <li>• Ensure rosters are developed and published six weeks in advance.</li> <li>• Provide a reliable, honest communication between internal and external stakeholders.</li> <li>• Provide reports as requested or as per work plan.</li> <li>•</li> </ul>
	Effective use of MC First's client management system and other software essential for business operations.	<ul style="list-style-type: none"> <li>• Detailed knowledge of MC First's client management system.</li> <li>• Optimising rosters to ensure shifts are filled and clients are satisfied.</li> <li>• Work towards Support Workers are being rostered to their capacity.</li> <li>• Attend meetings to ensure the roles perspective is a part of the development, implementation, and evaluation.</li> </ul>
	Ensure rosters comply with award (SCHADS) provisions, MC First staffing policies and staff contractual requirements.	<ul style="list-style-type: none"> <li>• Detailed knowledge of SCHADS award requirements in relation to rostering.</li> <li>• Clear understanding of MC First policies relating to staffing.</li> </ul>
	Escalate issues of concern to MC First management.	<ul style="list-style-type: none"> <li>• Timely and appropriate resolution of complaints and grievances.</li> </ul>
	Review and evaluate systems developed for effectiveness, quality, and meeting teams/client needs/goals.	<ul style="list-style-type: none"> <li>• Regular and timely reviews of rostering systems.</li> <li>• Reviews identify any problems.</li> <li>• Formal reports prepared as required.</li> </ul>

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<b>Client records</b>	Follow MC First processes to document relevant information relating to clients. Review client records when appropriate. Use MC First's client management system to ensure client's records are appropriately maintained.	<ul style="list-style-type: none"> <li>Information relating to clients is entered into MC First client management system.</li> </ul>
<b>Leadership and Supervision</b>	Actively support the team to develop new systems and services within the NDIS and aged care suite of services. Support staff in the delivery of services.	<ul style="list-style-type: none"> <li>Provide feedback regarding clients, staff, and systems.</li> <li>Regular communication and engagement with MC First Team.</li> </ul>
	Contribute to creating and maintaining an environment that empowers the client. Ensure the safety and rights of the client are considered and maintained at all times. Foster respectful and positive relationships between staff and clients and family members. Respond to any interpersonal/relationship issues as they arise.	<ul style="list-style-type: none"> <li>Rostering Clerk is seen as an essential person to support client and staff relationships and as such is respectful, communicates well and contributes to a positive work environment.</li> <li>Timely and appropriate communication and response to any issues arising.</li> <li>Support the service delivery team to attend to tasks for service delivery.</li> </ul>
<b>Networking (external)</b>	Participate in external stakeholder engagement as required.	<ul style="list-style-type: none"> <li>Professional representation of MC First.</li> <li>Relevant information from meetings shared within MC First.</li> </ul>
<b>Promotion</b>	Promote services to the community.	<ul style="list-style-type: none"> <li>Provides a positive image to all who meet MC First.</li> </ul>
<b>Quality Management</b>	Contribute to MC First quality management and continuous improvement activities, including improvements in service delivery.	<ul style="list-style-type: none"> <li>Constructive input into quality improvement activities.</li> <li>Actively support the implementation of systems and processes that meet industry standards including Aged Care and NDIS standards.</li> </ul>

Area of responsibility	Responsibilities and duties	Performance indicators and expected results/outcomes.
<b>Teamwork</b>	<p>Work co-operatively with Regional Service Coordinator, Team Leaders, and other staff to ensure a cohesive approach to service delivery.</p> <p>Participate in meetings as required.</p>	<ul style="list-style-type: none"> <li>• Active and positive participation in team meetings.</li> <li>• Contribute to team-based decision making.</li> <li>• Information shared openly and honestly.</li> <li>• Courteous and respectful behaviours in all interactions.</li> <li>• An inclusive work environment maintained.</li> <li>• Disagreements resolved in a respectful manner.</li> </ul>
<b>Administration and Workplace</b>	<p>Abide by the policies and procedures of MC First, including the staff code of conduct.</p> <p>Participate in learning and professional development activities.</p> <p>Participate in annual performance reviews.</p>	<ul style="list-style-type: none"> <li>• Adherence to MC First policies and procedures.</li> <li>• New learnings applied.</li> <li>• Active and positive involvement in learning new tasks and undertaking training.</li> </ul>
	<p>Complete and submit required documentation (e.g. reports, submissions, applications, timesheets).</p>	<ul style="list-style-type: none"> <li>• Documentation processed and submitted within designated timeframes.</li> <li>• Documentation accurate and complete.</li> </ul>
	<p>Adhere to all regulatory requirements in relation to Disability and Ageing, WHS, employment, privacy.</p> <p>Adhere to requirements of funding bodies.</p>	<ul style="list-style-type: none"> <li>• Activities consistent with relevant regulatory requirements and requirements of funding bodies.</li> <li>• Nil instances of non-compliance.</li> </ul>

<b>Area of responsibility</b>	<b>Responsibilities and duties</b>	<b>Performance indicators and expected results/outcomes.</b>
<b>Workplace health and safety (WHS)</b>	<p>Support practices and activities of the team and respond to safety issues, concerns, and unsafe acts.</p> <p>Report Incidents and Accidents.</p> <p>Take action to address unsafe work practices and hazards.</p> <p>Ensure the team understand and adhere to WHS rules, policies, and procedures.</p>	<ul style="list-style-type: none"> <li>• Active and positive involvement in WHS matters.</li> <li>• All Incidents/Accidents both real and potential are reported.</li> <li>• Safe work practices followed.</li> <li>• Nil non-compliance with rules, policies, and procedures.</li> <li>• Timely action and reporting of health and safety issues.</li> <li>• Maintain the cleanliness of communal areas.</li> </ul>
<b>Other duties</b>	<p>Carry out any other reasonable duties in line with the MC First's requirements, as requested.</p>	<ul style="list-style-type: none"> <li>• Duties/tasks completed in a timely, efficient, and effective manner.</li> </ul>

# Qualifications, Skills, Attributes, and Experience

## Selection Criteria

### Qualifications

- Certificate or diploma in business administration, human resources or a related field would be advantageous OR willingness to undertake required training to at least Cert IV level.

### Experience (Essential)

- Proven experience in rostering or scheduling role ideally within the aged care or disability sector.

### Experience (Desirable)

- Experience in healthcare, NDIS or Aged Care.

### Skills and Attributes

- Strong computer skills and confidence with digital tools:
  - Office software: Microsoft office or similar software.
  - Scheduling software: Familiarity with rostering and scheduling software.
  - Client Management Systems: Ability to effectively use a client management system.
- Demonstrate effective communication skills and the ability to liaise with staff and managers to coordinate shifts.
- Basic math skills for calculating hours, overtime and ensuring compliance with Award requirements.
- Strong attention to detail and time management skills to avoid errors in scheduling.
- Ability to prioritise and manage time effectively, recognise and maintain professional boundaries.
- Demonstrated commitment to:
  - Promoting the rights of all people to be treated with dignity and respect.
  - Promoting social and community inclusion.
  - Working within a person-centred, trauma informed, supported decision-making and Recovery frameworks.
  - Codesign and Coproduction Principles.
- Ability to work independently and as part of a team.
- Willingness to work on call as required.

### Knowledge

- Understanding of the NDIS and/or community Aged Care services.
- Understanding of WHS regulatory requirements, and privacy requirements.

### Essential Additional Requirements (willingness to obtain)

- Evidence of a current NDIS Worker Screening Check with no exclusion
- Evidence of a Working with Children's Check with no exclusion.
- Evidence of a Current First Aid Certificate and CPR.
- Evidence of a current Driver's Licence.
- Evidence of Certificate of Completion of the NDIS Worker Orientation Module (pre-employment requirement). See <https://training.ndiscommission.gov.au/course/index.php?categoryid=2>.

**EMPLOYEE CERTIFICATION**

I, \_\_\_\_\_, acknowledge the receipt of this Position Description. I hereby certify that I will undertake to work within the guidelines and policies of Monaro Community First.

Signed \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

<b>DOCUMENT HISTORY</b>				
<b>Current Version</b>	<b>Amendment History</b>	<b>Date</b>	<b>Approved By</b>	<b>Review Date</b>
1.0	Transfer from MCFirst branding to MCFirst.	14/04/2026	CEO	14/04/2027