



POSITION DESCRIPTION – Administration Officer-Rostering

Part 1 – Expectations for Your Role

Position	Administration Officer Rostering
Service / Program	Older Adults
Industrial Instrument	HSUA 1&5 - Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multi Enterprise Agreement 2018-2022
Instrument Classification	Level 1
Reports to	Team Lead Support Services
Effective Date	March 2025

Key Deliverables

- This role will see you undertaking a range of rostering, administration functions and liaising with internal key stakeholders. For example: case managers, brokers, support staff and customers)
- Collaborating with case managers and other scheduling staff to understand staffing requirements and operational needs
- Create and maintain detailed rosters for employees/external providers taking into account availability, skill level and workload
- Ensure that roster details are communicated to all relevant stakeholders and are updated in real time to reflect any changes or staffing needs
- Monitor staff levels against rosters, identifying gaps or overlaps and taking corrective action
- Collaborate with team leaders and other stakeholders to adjust rosters and staffing levels as needed to ensure that operations are adequately staffed
- Use rostering software and other tools to manage and track schedules
- Provide regular reports on staffing levels and roster performance
- Provide administration support to Older Adult Manager as required.

Skills and Experience

- Previous experience in a similar role desirable
- High level of computer literacy including working knowledge of Microsoft Office Suite
- Ability to adapt to other IT systems, rostering and client management experience
- Demonstrated ability to communicate effectively with a diverse range of internal/external stakeholders
- Exceptional time management and organisational skills
- Strong problem-solving skills and the ability to make decisions under pressure
- Ability and experience handling a large volume of calls

Qualification/Registrations/Licences

- Certificate IV Business equivalent or demonstrated learned experience
- Current National Criminal History Check
- Current “Employee” Working with Children Check
- Current National Disability Insurance Scheme Check (as required)
- Not on the Aged Care Quality and Safety Commission Banning Order Register



Physical Requirements

- Office Environment: Ability to sit for extended periods and use office equipment.
- Data Entry: Capability to type and handle administrative tasks.
- Office Mobility: Ability to move around the office and attend meetings.
- Light Lifting: Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- Visual & Auditory: Ability to read documents and communicate effectively in person and via phone/video.
- Travel: Ability to travel to other Each location's