



Job Description
Division: Community Support Services
Title: Resource Coordinator

POSITION: Resource Coordinator
DIVISION: Community Support Services
REPORTS TO: Regional Manager
KEY PARTNERSHIP RESPONSIBILITY: Senior Service Manager, Service Manager and Corporate Services team
ISSUE DATE: June 2018

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| <p>Our Mission: Enabling opportunities for Choice, Inclusion and Achievement for people with disability and their families and carers</p> | <p>Our Core Values: We put people first We are one team We are all accountable We strive to always do it better We are inspired by challenges We make ethical and sustainable decisions</p> |
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1 POSITION PURPOSE

- To coordinate and assist with conducting recruitment for the region within allocated budget.
- Foster positive team culture and ensure the organisational culture is one of harmony, teamwork, equity and fairness where each employee is valued and their contribution recognised.
- To support DSA's purpose, vision and core values.
- To support DSA's Customer Service charter.
- Provide a service that supports the National Standards for Disability Service.

2 DUTIES/RESPONSIBILITIES

Workforce:

- Coordination of recruitment activities.
- Coordination of general staff induction and orientation to the business.
- Rostering and allocations of resources to actions, when changes occur.

2.1 Maintenance of customer and staff data

- Collect and maintain data on employees including location, demographic data, skills, attributes, and availability to work.
- Send a schedule of services for each customer when and as required.
- Assist Service Managers with completing and processing customer on-boarding, review and exit paperwork, including maintenance of customer data.



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2.2 Rostering

- Flag preferred employees for each customer in VisiCase.
- Oversee and coordinate casual pool.
- When required re-allocate shift to an alternate preferred employee and send notification.
- Confirm service delivery is received for all scheduled and completed shifts, and follow up and investigate where these are not received.

2.3 Recruitment

- Take direction from Service Manager to initiate and conduct staff recruitment in accordance with DSA's recruitment and selection policy.
- Ensure all relevant reference checks have been completed as per DSA's recruitment and selection policy and guidelines.
- Ensure all relevant new employee forms are completed and sent to Human Resources.
- Ensure appropriate pre-commencement training and induction is completed prior to commencement of shifts for all staff.

2.4 Training

- Co-ordinate the process of Regional induction for all new staff to the region.
- Works with the Service Manager to identify skills gaps and training requirements for existing employees.
- In consultation with the Learning and Development Team, co-ordinate training activities within the training budget and in line with Individual Learning Plans.

2.7 Administration

- Report on KPI achievement quarterly related to the position.
- Assist regional management with reporting and data gathering when and as required.

3. **WORKPLACE HEALTH AND SAFETY (WH&S) RESPONSIBILITIES**

- At all times work in a safe manner, and in accordance with DSA's WH&S policies, procedures and relevant work instructions.
- Report immediately to your reporting manager any hazards that may cause a risk in the workplace.
- Take immediate and appropriate action to eliminate any imminent risk observed in your workplace, and report the issue and action to your reporting manager.
- Observe safe systems of work and apply these to all employees, contractors, service users and visitors to DSA premises and sites.
- Immediately report any injury sustained at work, or whilst journeying to or from work, to your reporting manager. Complete the on-line register of injuries.
- Process all notifications of injuries reported to you by within 48 hours, as outlined in DSA's WH&S Policy.
- Maintain an effective working knowledge of DSA's WH&S policies and procedures.



4. **OTHER**

- Adhere to the policies and procedures of the organisation and all relevant legislative requirements.
- Participate in meetings as required.
- Participate in quality reviews as requested.
- Participate in training and development as required.
- Undertake other duties as may be allocated by your manager.

5. **SELECTION CRITERIA**

- Demonstrated experience in logistical management, analytical and conflict resolution.
- Demonstrated experience in organisational, time management and project management skills.
- Demonstrated excellent verbal and written communication skills and ability to develop and maintain positive relationships with internal and external stakeholders.

6. **REQUIREMENTS**

- Knowledge of Awards, Industrial Relations, Labour Resource Management.
- Excellent Computer Skills.
- Fast and accurate Data Entry Skills.
- Excellent Customer Service Skills.
- Can work independently and as part of a team.
- NSW Working with Children Check.
- Criminal Record Check.

I, the undersigned, have read, understood and agree to the duties as contained in this job description.

Printed Name

Signature

Date