

Government of **Western Australia**Disability Services Commission

Job Description Form

Classification Evaluation Date:

Current Version Date:

12 June 2017

Area Support Officer

Position Number:

GENERIC

Classification/Level:

Level 2

Award/Agreement:

PSGOGA 2014

Organisation Unit:

Services Branch

Physical Location:

Perth Metropolitan Area

This Position Reports To:

Position Number:

<Various>

Position Title:

Supported Community Living Manager

Classification/Level:

Level 8

Positions Under Direct Supervision:

Level/ Title:

Nil

Organisational Context

The Disability Services Commission is the State Government agency responsible for advancing opportunities, community participation and quality of life for people with disability.

Established in 1993 under the Disability Services Act 1993, the Commission provides a range of direct services and support and also funds non-government agencies to provide services to people with disability, their families and carers.

The Commission also partners and collaborates with disability sector organisations, business, government and other stakeholders to improve participation, inclusion and access for people with disability across the community.

Our Vision: All people live in welcoming communities that facilitate citizenship, friendship, mutual support and a fair go for everyone.

The Commission seeks to employ staff who demonstrate the following capabilities and values:

Capabilities:

Shapes and manages strategy

Effective decision making

Communicates and influences effectively

Achieves results

Exemplifies personal integrity and self-awareness

Builds productive relationships.

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Values:

Commitment — to our vision for people with disability and their families

Respect — values cultural diversity and encourages everyone's unique contribution

Integrity — is honest and truthful about decisions and actions

Working together — works together cooperatively to get things done and pursue our vision

Openness — decision-making and communications are clear and transparent

Leadership — actions reflect leadership responsibilities

Accountability — are openly accountable for decisions and actions

Continued learning — are committed to a culture of excellence and continued learning.

The Commission is an equal opportunity employer and embraces diversity as we believe the best products and services come from a workplace in which varied viewpoints are welcomed and encouraged.

Key Work Description

This position prepares and manages rosters ensuring maximum financial efficiency and compliance with awards. Procures shift cover and verifies and confirms rosters as worked. Manages related human resource issues related to rosters and advises the Local Area Manager (LAM) of unaddressed anomalies.

Work Description

This section outlines the results and outcomes required of an individual in this position.

1.0 Deployment Management

- 1.1. Prepares and manages rosters ensuring maximum financial efficiency and compliance with awards; procures shift cover; verifies and confirms rosters as worked; manages related human resource issues related to rosters (e.g. unexplained absences, second level pay queries, records of TOIL accumulations and acquittals, leave cover and acquittals per Local Area Managers approved leave schedule); and advises the Local Area Manager (LAM) of unaddressed anomalies, all within established and approved service parameters.
- 1.2. Prepares all rosters in consultation with relevant supervisors/managers (Local Area Supervisors, Intervention Support Services Coordinator and/or Local Area Managers), ensuring that appropriate staffing levels are maintained.
- 1.3. Identifies roster changes that are non-compliant with their respective awards/agreements and advises the relevant supervisors/managers of non-compliance and the need for action to address non-compliance or relevant approvals required for expenditure variance.
- 1.4. Monitors staffing levels, identifies staffing shortages and, in conjunction with Regional After Hours Support Officers (RASOs), procures relief staff to ensure staff coverage is maintained in the Area facilities at the agreed levels.
- 1.5. Reports variances from the published roster based on electronic clocking or sign-on sheets data to appropriate line managers for verification of staff working hours.
- 1.6. Confirms rosters as worked so that workers can be paid electronically.
- 1.7. In consultation with the relevant supervisors/managers, records and reports related human resource issues such as TOIL accruals/acquittals; pay queries; unexplained absences from work where approvals/documentation are required (e.g. sick leave and leave); and leave accruals and acquittals.
- 1.8. Liaises with the relevant supervisors/managers, regarding cross-Area endorsed movements/deployments of staff/casuals when required.
- 1.9. Informs and regularly updates RASOs on Area profiles, rosters and roster changes as approved by relevant supervisors/managers.
- 1.10. In conjunction with (rostering) Systems Officers and relevant supervisors/managers, contributes/assists with contract renewals.

2.0 Training

- 2.1. Supports training Area staff in system requirements.
- 2.2. Assists with the training and buddying of new and relief Area Support Officers (ASOs) in collaboration with Systems Officer.
- 2.3. Participates in ongoing personal development and work skills improvement programs to ensure a consistent high standard of support to ASOs, Systems Officers, RASOs and relevant Human Resources liaisons/consultants.
- 2.4. Shares relieving duties with other ASOs in the team.

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3.0 Administration and Other Duties

- 3.1. Ensures that disaster records are continuously up dated so that the Area can function without electronic systems.
- 3.2. Ensures that relevant deployment records are stored and maintained in relevant paper and electronic formats, e.g. rosters forms, staff contact details; staff induction records; copies of relevant, industrial awards and

interpretations; TOIL accruals/acquittals; leave accruals/acquittals etc.

- 3.3. Ensures effective and reliable information flows to and from staff regarding rostering and Human Resource Management in accordance with standard processes.
- 3.4. Responds to enquiries from Area staff on ASO related issues and re-directs as appropriate (e.g. pay queries the Local Area Supervisor has not been able to directly resolve).
- 3.5. Participates in ongoing improvement of work skills to enable a high standard of service.
- 3.6. Other duties as required.

Work Related Requirements

In the context of this position, able to demonstrate:

Qualifications

Essential

- Completion of Year 12 minimum or qualification deemed equivalent.

Knowledge/Skills/Abilities

Essential

- An understanding of service delivery systems for people with a disability, including the impact of gaps in rosters and staff provision on these service systems.
- Knowledge and understanding of industrial awards/agreements, EEO principles and OHS/WHS principles applicable to the various categories of employees, including rostering.
- A working knowledge of computing including word processing, email, spreadsheets and information storage and retrieval tools.
- Good written, oral and interpersonal skills.
- An ability to set goals and manage a variety of tasks and competing priorities.

Special Requirements / Equipment

Appointment is subject to a satisfactory National Police Clearance.

A driver's license and the ability to travel to various Commission Offices within the Perth Metropolitan Area, in response to organisational needs.

Certification

marion Hailes-MacDonald.

Christine Smart, Executive Director Sector Engagement & Development.

		Disability Services Commission
Signature	mytailes vaca).	JDF Registration
Date	12·06·17	Sign 13 06 2017