



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.

GENERIC; Area Support Officer L2

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.

