## Job Description Form

**Area Support Officer**

**Position Details**

**Position Number:** GENERIC

**Classification:** Level 2

**Award / Agreement:** PSA 1992 / PSCSAA 2019

**Organisation Unit:** Services

**Location:** Perth Metropolitan Area

**Classification Date:** 12 June 2017

**JDF Review Date:** 13 December 2019

**Reporting Relationships**

**This position reports to:**

Local Area Manager, L6.

**Positions Under Direct Supervision:**

This position has no subordinates.

**About the Department**

The Department of Communities’ mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department’s direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department’s functions and services include disability services; child protection and family support; social and affordable housing; community initiatives and remote regional services reform.

The Department provides the opportunity to implement client centred services within a single outcome-based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place-based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

**Role Statement**

This position is responsible for preparing and managing 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.

**Duties and Responsibilities**

Deployment Management

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.
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.
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.
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.
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.
6. Confirms rosters as worked so that workers can be paid electronically.
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.
8. Liaises with the relevant supervisors/managers, regarding cross-Area endorsed movements/deployments of staff/casuals when required.
9. Informs and regularly updates RASOs on Area profiles, rosters and roster changes as approved by relevant supervisors/managers.
10. In conjunction with (rostering) Systems Officers and relevant supervisors/managers, contributes/assists with contract renewals.

Training

1. Supports training Area staff in system requirements.
2. Assists with the training and buddying of new and relief Area Support Officers (ASOs) in collaboration with Systems Officer.
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.
4. Shares relieving duties with other ASOs in the team.

Administration and Other Duties

1. Ensures that disaster records are continuously up-dated so that the Area can function without electronic systems.
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. Ensures effective and reliable information flows to and from staff regarding rostering and Human Resource Management in accordance with standard processes.
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).
5. Participates in ongoing improvement of work skills to enable a high standard of service.
6. Other duties as required.

**Essential Work-Related Requirements (Selection Criteria)**

1. 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.
2. Knowledge and understanding of industrial awards/agreements, EEO principles and OHS/WHS principles applicable to the various categories of employees, including rostering.
3. A working knowledge of computing including word processing, email, spreadsheets and information storage and retrieval tools.
4. Good written, oral and interpersonal skills.
5. An ability to set goals and manage a variety of tasks and competing priorities.

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory National Police Clearance.
2. The occupant of this position must have the ability to travel to and work in various Department Offices in the Perth Metropolitan Area in response to organisational requirements.