



VIVID

Position Description

TITLE:	Rosters Coordinator (Loddon)
REPORTS TO:	Human Resources Manager
DIVISION:	Resources
TIME COMMITMENT:	76 hours per fortnight
DATED:	June 2026

POSITION SUMMARY

The Rosters Coordinator will perform their duties under general supervision and within written guidelines and procedures.

The key role of the Rosters Coordinator is:

1. Ensuring that rosters are entered and maintained in SupportAbility and communicated to staff in a timely manner to ensure efficient and reliable delivery of services and activities.
2. Capturing any changes to staff and client schedules, ensuring that they are promptly recorded in SupportAbility and communicated, where appropriate, to staff and others.
3. Liaising with Stream Leaders and other Managers to ensure appropriate resourcing (including matching of staff with clients) of all activities and services.
4. Ensuring rosters entered into SupportAbility are staffed in accordance with any Rostering Guidelines, Payroll and Human Resources processes.
5. Confirming support worker availability and experience with client needs and preferences, making changes for absences, leave and staff shortages and maintaining accurate and comprehensive record management.
6. Assisting in the maintenance of staff alerts, verifying mandatory skills and qualifications are current before staff are allocated shifts.
7. Contributing to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.

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CORE RESPONSIBILITIES

Responsibilities	Performance Measures
1. Operations	
1.1 Roster Maintenance	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Maintaining and updating the rosters, for support workers and management, in SupportAbility for Loddon • Daily replacement of staff who are unavailable for their rostered shift • Daily capture of client absences, including redeploying or cancelling staff as required, in consultation with site managers and/or roster owner. • Ensuring, wherever possible, a suitable match of skills/personality is provided • Entry of all developed rosters and schedules into SupportAbility and regular review of these to ensure they are correct
1.2 Remote Response Duties	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Flexibility to work across a seven day roster
1.3	<ul style="list-style-type: none"> •
1.4 Personnel Management	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Working with roster owners to solve day to day staffing issues and ensure efficient operation of activities • Working with the wider Vivid team to ensure adequate resourcing of

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Responsibilities	Performance Measures
	<p>activities when they are being developed</p> <ul style="list-style-type: none"> • Accurate and timely documentation and referral of any support worker or client issues or concerns • Providing timely information to the Human Resources Manager on staffing issues and concerns
<p>1.5 Provide reports to Managers</p>	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Timely assistance to the Human Resources Manager with generating rostering report as required.
<p>1.6 Identify, take appropriate action and communicate incidents, issues, concerns, compliments and complaints</p>	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Identification, and referral to the appropriate roster owner and or Human Resources Manager, of incidents and complaints in a timely manner • Thorough and detailed documenting of incidents and complaints
<p>1.7 Other duties as directed</p>	
<p>2. Finance</p>	
<p>2.1 Staffing consistent with the financial viability</p>	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Ensuring strict adherence to master rosters and staffing ratios

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Responsibilities	Performance Measures
<p>2.2 Effective use of SupportAbility by all Loddon staff</p>	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Ensuring strict compliance with approved rosters, for effective and timely billing of services • Ensuring the maintenance of effective staff ratios • Assisting with ensuring that the data recorded by staff in SupportAbility is recorded accurately and in a timely manner which enables the automatic upload of billing to the NDIA portal
<p>2.3 Funding</p>	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Ensuring all changes to activities are immediately flagged in SupportAbility so that any funding issues can be addressed by Finance • Ensuring Finance is immediately alerted to address funding ratio changes in SupportAbility
<p>2.4 Other duties as directed</p>	
<p>3. Customers</p>	
<p>3.1 Customer Supports</p>	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Ensuring that support workers rostered to an activity have the appropriate skills and knowledge to adequately provide the support required
<p>3.2 Customer Administration</p>	<p>Performance measures will include (but not be limited to):</p>

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	<ul style="list-style-type: none"> • Efficient recording of any absences in SupportAbility and ensure information is correct for billing • Ensuring all changes to activities are immediately flagged in SupportAbility so that any funding issues can be addressed by Finance • Responding to staff enquiries in a timely, efficient, empathetic and supportive manner
3.3 Other duties as directed	
4. People	
4.1 Allocation of resources and duties across the Loddon team	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Ensuring the effective operation of centralised rostering • Maintaining a pool of casual relieving staff
4.2 Assist and provide support and advice	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Timely responses to requests for rostering advice and support • Proactive, and not just reactive, support of staff • Ensuring lines of communication are open and flowing in all directions • Thorough and detailed documenting of all actions

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Responsibilities	Performance Measures
<p>4.3 Model appropriate values and behaviours in respect to service delivery, relationships with staff and peer groups</p>	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Active and regular participation in staff meetings • Promote the Values of Vivid at every opportunity • Contribute content to publications such as Voice which emphasise the Values
<p>4.4 Other duties as directed.</p>	

ADDITIONAL RESPONSIBILITIES

As directed by the CEO or Executive Manager Resources.

ACCOUNTABILITIES

Refer to the Accountabilities published on Vivid's website.

ORGANISATIONAL RELATIONSHIPS

Reports to: Human Resources Manager

Supervises: Nil.

Internal liaisons: All Vivid staff and volunteers.

External liaisons: Vivid's clients.

ESSENTIAL ATTRIBUTES

Judgement and Decision Making

The position involves problem solving and the development of options, and strategies to address issues.

The position will require the use of initiative in developing approaches and resolving issues.

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Specialist Skills and Knowledge

A commitment to a person-centred approach to service delivery with the aim of improving the quality of life for people with a disability.

Management and Leadership Skills

The ability to effectively plan, organise and manage one's own time.

Demonstrated ability to be pro-active and show initiative.

Ability to communicate effectively, efficiently and openly.

Ability to manage and adapt to a range of challenging situations.

Well-developed computer skills with a preference for the ability to utilise all Microsoft Office programs.

Interpersonal Skills

Ability to establish rapport with other members of the Vivid team and contribute to the development of a pro-active visionary work culture in the organisation;

Highly developed written and oral communication skills.

Licences and registrations

A current police check, Disability Worker Exclusion List check and current Working with Children's Check (if applicable).

A current Australian driver's licence.

Desirable

Experience in working with people with a disability.

A current unrestricted Australian Driver's licence.

Additional information

Vivid encourages staff to explore Salary Packaging benefits which allows employees to tailor their salaries to best suit their individual personal and financial needs.

Vivid recognises that everyone has different responsibilities and needs. The organisation aims, whenever practicable, to provide flexible working arrangements which balance an individual's requirements.