



ROSTERING COORDINATOR – NDIS DISABILITY SERVICES POSITION DESCRIPTION

Westpeak Support Services: Werribee / Cheltenham / Hybrid Role

Full-time with .8EFT to be considered for the right person

\$70,000–\$80,000 plus superannuation and additional on-call payments

Make a Real Difference

Westpeak Support Services is seeking an experienced Rostering Coordinator to join our growing team.

This is a rewarding opportunity supporting the delivery of safe, consistent and high-quality disability services. You will help ensure participants receive the right support from appropriately skilled workers while keeping rosters compliant, efficient and responsive to changing needs.

This role is suited to someone who enjoys solving problems, coordinating people and remaining calm when unexpected roster changes occur.

About Westpeak Support Services:

Westpeak Support Services is a registered NDIS provider supporting people with disability across Melbourne.

We deliver a range of participant-centred services, including Supported Independent Living (SIL), complex care, personal care, community access and in-home supports. Every service we provide is guided by respect, dignity, choice and a genuine commitment to helping people live as independently as possible.

Whether working directly with participants or coordinating services behind the scenes, every member of our team plays an important role in creating safe, responsive and high-quality support.

We are committed to fostering a workplace where collaboration, accountability and continuous improvement enable both our participants and our staff to thrive.

About the Role:

As our **Rostering Coordinator**, you will coordinate the day-to-day rostering of disability support workers across all Westpeak's services, helping to ensure participants receive reliable, person-centred support that reflects their individual needs and preferences..

Working closely with participants, their families, disability support workers, Supported Independent Living (SIL) House Leads and the management team, you will coordinate rosters, match support workers with participants, and help maintain continuity of care across our services.



This is a hands-on position that requires strong organisation, sound judgement and clear communication. You will need to respond to support worker sick leave, shift cancellations, emergencies and changing participant needs while maintaining accurate records and considering operational costs.

As the rostering team continues to develop, there may be opportunities to expand your skills and take on additional leadership responsibilities.

The position is based at our **Werribee or Cheltenham** office, with a hybrid working arrangement available once your orientation, induction and training have been successfully completed.

Key Responsibilities:

In this role, you will:

- Build, maintain and monitor participant rosters using ShiftCare (client management system), ensuring accurate participant, worker and roster information.
- Coordinate rosters across Supported Independent Living (SIL), complex care and community-based disability services to ensure continuity of care and participant safety.
- Monitor daily shift coverage, respond to unexpected absences, cancellations and emergencies, and arrange timely staffing solutions.
- Maintain detailed and professional rostering notes to support clear communication and continuity of information across the rostering team.
- Review fortnightly and monthly roster coverage, identify staffing risks, service gaps and operational challenges, and escalate concerns appropriately.
- Prepare reports relating to staffing levels, hours worked, overtime, roster efficiency and operational requirements.
- Proactively manage worker availability, leave, overtime, skill requirements and service needs.
- Match disability support workers with participants based on qualifications, experience, availability, compatibility and individual participant needs.
- Manage complex rostering challenges including staff shortages, changing participant needs, staff relationships and skill discrepancies.
- Communicate roster changes clearly, respectfully and promptly with workers, participants, SIL house leads and management.
- Review shifts in line with payroll requirements, SCHADS Award conditions, employment obligations, NDIS standards and organisational policies.
- Audit scheduled hours, kilometres, allowances and shift details to support accurate payroll processing and invoicing.
- Contribute to continuous improvement of rostering procedures, systems, documentation and communication processes.
- Participate in a rotating after-hours on-call roster to provide operational support when required.
- Work collaboratively with rostering, service delivery and management teams to maintain reliable and high-quality participant services.
- Support recruitment and onboarding processes for new disability support workers.



About you:

To be successful in this role, you will bring (key selection criteria):

- Over 12 months' experience in rostering, workforce coordination or a similar operational coordination role.
- Demonstrated experience working within disability services, community services, aged care, health or other complex service environments.
- Experience using ShiftCare and similar rostering, client management, and electronic recordkeeping systems to maintain accurate participant and workforce information.
- Strong problem-solving and decision-making skills, with the ability to remain calm, adaptable, and responsive when priorities shift or unexpected staffing challenges arise.
- Excellent attention to detail and a commitment to maintaining accurate documentation, records, and compliance with organisational and regulatory requirements.
- Highly organised with effective time-management skills and the ability to manage competing priorities in a fast-paced environment.
- Calm, professional and respectful communication style, particularly when managing sensitive, urgent or high-pressure situations.
- Ability to build and maintain positive working relationships with frontline workers, participants, service managers and key stakeholders.
- Collaborative team player who contributes positively to an inclusive workplace culture while also demonstrating the ability to work independently.
- Reliable, accountable and committed to following through on responsibilities and delivering quality outcomes.
- Confident using Microsoft Office Suite, email platforms, rostering software and electronic information management systems.

Qualifications and Experience

- Relevant qualifications in Community Services, Disability, Aged Care, Health, Business Administration or a related field are highly regarded.
- Extensive experience in disability, community care or health-related rostering environments, with demonstrated knowledge of workforce coordination and service delivery requirements.
- Strong understanding of rostering systems, participant needs, staffing requirements and the importance of maintaining continuity of care.
- Experience working within regulated care environments, with knowledge of compliance requirements including NDIS standards, employment conditions and relevant industrial awards.
- Proven ability to manage complex rosters, prioritise competing demands and coordinate staffing solutions in a fast-paced operational environment.



Essential Requirements:

The successful applicant must have or be willing to obtain:

- Full Australian working rights.
- A current National Police Check.
- A current Victorian Working with Children Check.
- A current NDIS Worker Screening Check.
- A current unrestricted Victorian driver licence.
- Access to a reliable, insured and roadworthy vehicle.
- The ability to participate in a rotating after-hours on-call roster.

Employment will be subject to satisfactory completion of Westpeak's screening and compliance requirements.

What Westpeak offers:

- A competitive base salary of \$70,000–\$80,000 plus superannuation, depending on experience.
- Additional payments for participation in the after-hours on-call roster.
- A hybrid working arrangement following successful training and onboarding.
- A supportive and collaborative team environment.
- Opportunities to develop your rostering, workforce planning and leadership skills.
- The opportunity to contribute to the growth and improvement of an established NDIS provider.
- Meaningful work that directly supports the safety, independence and quality of life of people with disability.

How to apply:

Please submit your resume and a cover letter addressing the key selection criteria as well as:

- Your previous rostering or workforce coordination experience.
- Your knowledge of the SCHADS Award.
- The rostering or client management systems you have used.
- Your experience managing urgent staffing changes and competing priorities.
- Why you would like to join Westpeak Support Services.

Please email your application to hr@westpeakss.com.au

Applications close by close of business Friday 31st July 2026, with interviews to take place in the week beginning Monday 3rd August 2026.

PLEASE NOTE: Applications will be reviewed as they are received, and suitable applicants may be contacted before the closing date.

Westpeak Support Services is committed to providing a safe, inclusive and respectful environment for participants and employees. We encourage applications from people of all backgrounds, cultures, identities and abilities.