



Australian Government

SIFXMGT002 Coordinate staff

Release: 1

SIFXMGT002 Coordinate staff

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to coordinate staff work schedules, rosters and completion of tasks. It applies to funeral home and cemetery and crematorium staff responsible for coordinating others as part of their role, ensuring that all work carried out is according to work health and safety, relevant legislation and workplace policies and procedures.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Competency Field

Management and Leadership

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Coordinate staff rosters and schedules.	1.1 Identify work requirements in consultation with supervisor. 1.2 Develop work schedules and rosters to meet work requirements in consultation with supervisor. 1.3 Provide information to staff on work schedules and rosters. 1.4 Monitor work schedules and rosters and identify problems or difficulties. 1.5 Take corrective action to address problems and difficulties according to workplace policies and procedures.
2. Coordinate completion of tasks.	2.1 Allocate tasks to staff members according to supervisor instructions and individual areas of expertise. 2.2 Use appropriate communication techniques to communicate task requirements to staff members.

- 2.3 Monitor staff progress in completing tasks according to work requirements.
- 2.4 Recognise staff problems or difficulties in completing tasks and assist staff to find solutions.
- 2.5 Seek advice from supervisor when required.

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

SIFMGT002A Coordinate staff.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6>

Assessment Requirements for SIFXMGT002 Coordinate staff

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- develop and communicate work schedules to staff members
- monitor completion of tasks
- respond to operational and service issues in the workplace.

Evidence of performance of coordinating staff on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- role of quality assurance, workflow planning, delegation and problem-solving required in a frontline management role
- effective communication techniques for allocating tasks, including:
 - encouraging questions
 - providing prompt feedback
 - providing clarification
- federal, state or territory, and local government legislation, regulations and codes of practice that impact human resources including Equal Employment Opportunity (EEO) and anti-discrimination
- workplace policies and procedures in relation to coordinating staff, including:
 - human resources
 - privacy
 - code of conduct
 - authorities and responsibilities of staff
- workplace job roles and work requirements aligned to staff skills and areas of expertise in relation to required tasks.

Assessment Conditions

Skills must be demonstrated in funeral services workplace:

- using suitable equipment and resources, including:
 - communication technologies and computers
 - workplace policies and procedures relevant to personnel and rostering

- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - interaction with team members

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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