

SCHEDULING CO-ORDINATOR – Home & Community Services

POSITION DETAILS:

Position Title:	Scheduling Co-ordinator	Reports To:	Deputy Executive Integrated Services
Department/Division:	Home & Community Services	Direct Reports:	Nil

POSITION SUMMARY:

The Scheduling Co-ordinator is responsible for undertaking roster schedule services and administrative duties to support the greater Home & Community Services operational team.

KEY RESPONSIBILITIES:

Roster Management

- Maintaining and updating rosters as required for quality delivery of required services
- Assist in the creation, editing and maintenance of rosters taking into account individual worker contract hours and ensuring compliance with the Southern Cross Care (Tas) Inc. Enterprise Agreement requirements
- Actively problem solve to find solutions for rostering difficulties and challenges
- Coordinating the cover of all available shifts and fill unplanned/unforeseen shift vacancies due to sickness, annual leave, emergence leave and educational requirements
- Ensuring leave planning is well managed and scheduled to ensure continuity of care and services delivered to consumers.
- Ensuring travel between consumers is minimised both initially and by regular review
- Conduct regular audits

Clerical and administrative support

- Undertake a range of administrative tasks to support the service and staff
- Manage incoming telephone calls to the service to ensure, all messages for staff are relayed promptly and accurately and ensure enquiries received both personally and by telephone, are handled sensitively and confidentially
- Participate in administrative functions relating to payroll
- Establish and maintain an efficient filing system
- Maintain accurate and efficient documentation in a manner consistent with Southern Cross Care (Tas) Inc. policies
- Other duties as may be required in the day-to-day operation of the service

Communication:

- Always maintain and respect employee, consumer and organisational confidences
- Actively participate in meetings and discussions in a constructive manner
- Communicate with consumers and colleagues in a kind and caring manner, taking into account individual cultural and religious preferences

Self-Organisation:

- Work as part of a busy team and be supportive of other team members
- Prioritise workload and use care resources effectively and efficiently
- Adhere to legislation relating to privacy, confidentiality and the handling of personal information
- Assist with the organisation's Continuous Improvement Plan
- Participate in internal audits
- Provide administrative support to staff and management

Education, Training and Professional Development:

- Participate in mandatory training as required by the organisation
- Actively pursue learning and skills development opportunities

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- Participate in non-mandatory, in-service and external training as part of own professional development program
- Actively participate in annual performance reviews

KEY PERFORMANCE INDICATORS:

- Rosters are maintained in accordance with Southern Cross Care (Tas.) Inc. policies and procedures
- Rosters are maintained in accordance with consumer preferences
- All incident reports and related workers compensation information is submitted to State Office on time
- Maintain internal monitoring records, spreadsheets, and databases to ensure accurate records are preserved
- Complete all reporting requirements to a satisfactory standard
- Actively participate in community stakeholder engagement and brand awareness activities

SELECTION CRITERIA:

Essential:

- Excellent written, verbal and numeracy skills
- Demonstrated customer service skills
- Demonstrate knowledge and experience in contemporary office management practices, including clerical and administrative functions
- Sound computer and keyboarding skills and proficiency with the Microsoft Office Suite including Word, Excel and Outlook
- Ability to participate in an after-hours on-call rotation
- A current and satisfactory National Police Certificate

Desirable:

- Certificate III in Business or equivalent
- Knowledge of clientele software programs
- Previous experience in rostering

Personal Attributes:

- High ethical standard, is trustworthy and confidential
- Works well individually and as a team member
- Has consideration and respect for others and their views
- Adapts to changing environments and demands with resilience
- Enthusiastic, energetic, projects a positive image
- Good attention to detail, efficiency and effectiveness
- Display a positive “can do” attitude

WORK HEALTH AND SAFETY REQUIREMENTS/CONTINUOUS IMPROVEMENT

- Adhering to Southern Cross Care Occupational Health and Safety Policy and Procedures
- Working in a responsible manner and encouraging others do so to ensure the safety of oneself, other staff members, residents and visitors to Southern Cross Care Facilities
- Implementing correct fire, emergency and safety procedures, and attending prescribed training as required
- Perform all resident care tasks in accordance with SCC established procedures
- Reporting, and documenting incidents, risks and hazards in a timely manner in accordance with SCC policy and procedures
- Reporting maintenance and repair requirements of buildings, plant, equipment, furnishings and fittings promptly using approved SCC procedures.
- Using all equipment and supplies appropriately to complete duties to minimise wastage and/or abuse

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AUTHORISATION:

This position is classified within the Administration Officer structure.

Manager Signature:		Date:	
Employee Signature:		Date:	