

JOB DESCRIPTION

Support Scheduler

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

This role is responsible for connecting clients and staff members through the support and delivery of quality referral, intake, and rostering practices. The Support Scheduler is also key in continuously improving the quality of our service provision and employment experience by working with internal stakeholders to identify and resolve issues in relevant processes and policies.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Home and Community Care team through the following:

- Advocate for client choice, informed decision making and flexibility – ensure that the voice of the client is heard in order to support independence, social engagement and quality of life.
- Maintain a high standard of conduct and work performance based on Uniting's values and policies.
- Ensure integration and collaboration across Home and Community Care, and Uniting more broadly, to deliver seamless and impactful end to end services with the client at the centre.
- Actively engage and participate in the performance management framework and review processes at Uniting.

- Participate in local governance, continuous improvement and risk management activities to ensure that we are delivering quality and safe services.
- Ensure adherence to Uniting's values, policies and procedures as well as relevant legislative requirements at all times.
- Utilise Uniting technology, systems and all other practice tools as required.
- Ensure the safety and wellbeing of yourself, clients and others at all times and undertake work in a safe manner in accordance with Uniting policies, procedures and directives.
- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.
- Seek opportunities for personal development and continuing education to ensure that you are able to maintain your skills and knowledge relevant to your role and in line with the changing needs of the Aged Care industry.
- Understand and apply changes to the Aged Care industry in an environment of rapid growth and diversity.

As the Support Scheduler, your role specifically will:

- Maintain quality service provision through efficient rostering based on best practice and available data, in line with relevant targets / KPIs and the service model.
- Ensure rostering practice is compliant with relevant legislation, including the relevant Enterprise Agreement/s and rostering principles.
- Support the management of referral pipelines and intake triage in line with Uniting policies and procedures.
- Work in close collaboration with your Neighbourhood team/s and the client's Circle of Support to meet the needs and preferences of the client – ensure that the voice of the client is heard.
- Raise issues and opportunities regarding rostering practice and service provision with key stakeholders in order to continuously improve.
- Respond to general enquiries and requests for information by internal and external stakeholders via various means including, but not limited to phone calls, emails and system-based task allocations.
- In collaboration with your local team and the broader Home and Community Care network, identify and address future opportunities and challenges for the services.
- Review and maintain the required client and employee documentation in line with the governing legislation and Uniting policies and procedures.

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate: Ageing – Home and Community Care
You'll report to: Workforce Lead

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
 - **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
 - **Develops and Grows the Business** - Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
 - **Makes Sound Decisions** - Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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QUALIFICATIONS & EXPERIENCE

Qualifications:

No formal qualifications are required for this role.

Experience & Skills:

Typically this role will require two (2) or more years' experience in a similar role. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

- Demonstrated ability and commitment to ensure that the voice of the customer is heard and valued
- Demonstrated experience in rostering / scheduling
- Demonstrated organisation and time management skills
- Demonstrated ability to build and maintain strong working relationships with internal and external stakeholders
- Proficient in using various forms of technology and applications/systems as well as a willingness to learn new systems/programs as required
- Demonstrated Experience using client management systems
- Demonstrated passion for social change and contributing to an organisation of influence for the most vulnerable, at risk and disadvantaged members of the community

Even better:

- Certificate III in Business Administration, Aged Care, Community Services or related field
- Previous experience in the Aged Care industry

- An understanding of community-based Aged Care services

Employee Name:		Manager's Name:	
		Title	
Date:		Date:	
Signature:		Signature:	