

**POSITION DESCRIPTION**  
**SCHEDULING COORDINATOR**

**Job Title**

**SCHEDULING COORDINATOR**

**Line Reporting**

Scheduling Team Leader

**Purpose**

This dynamic and important role within the myHomecare Group is to ensure and maintain a high standard of care, to enhance our values and support our clients.

Demonstrate continued commitment to professional development, adhere to the defined scope of practice and uphold the myHomecare Group values of **C-A-R-E:-**

<b>Courage</b>	we do what is right and fair
<b>Action</b>	we strive to make a difference
<b>Reliable</b>	we deliver on our promise of care
<b>Empathy</b>	we seek to understand you as an individual

**Summary of Key Responsibilities**

- Responsible for the creation, administration, and management of rosters for a group of field employees, to ensure client services are covered by employees with appropriate skill levels to achieve the highest standards of client care, whilst adhering to myHomecare policies and procedures.
- Accurately maintain client rosters in-line with:
  - Client care plans, client preferences and required skills, employee skill and competency levels, meeting program guidelines.
- Deliver best practice scheduling in preparing long term roster for clients and field staff in a timely and efficient manner.
- Ensure agreed scheduling key performance indicators are met through maximise efficiency across the region including:
  - Maintain field staff utilisation – maximise available hours.
  - Leave Planning management.
  - Minimise overtime, make up hours and control of travel/km.
  - Adherence to compliance measures per service type.
- Understand the requirement of each relevant awards and/or employment EBA to roster field staff accordingly:
  - Ensure all rosters are scheduling within the condition of the relevant award/EBA appropriate for the State / Region.
  - Ensure employee rostered hours do not go below the contract hours.
  - Ensure WHS compliance are maintain and excessive working hours are limited.
  - Adherence to schedule rules and guidelines, entitlement, and allowance.
  - Minimise broken shifts.

- Ensure that the rosters are planned in advance (Minimum two weeks as per award) is available for publishing in advance and employees are communicated of their rosters.
- Ensure all schedules are checked to identified potential conflicts of business rules, insufficient travel time, overlapping, preferences and other scheduling concerns.
- Monitor and ensure all shifts have been delivered including shifts completed by Brokerage staff.
- Provide solution on staffing and resource concerns, including where appropriate, the use of brokerage services, where appropriate and identify recruitment requirement.
- Action and document phone calls and/or communication relating to scheduling, including but not limited to sick call, rostering issue, change request, client enquiry.
- Ensure accurate consistency of data input into Procura and maintaining daily upkeep of tasks to and from the scheduler.
- Enter relevant client and employee occurrences into Procura and make appropriate follow-up.
- Responsible for scheduling myHomecare employees to each client service daily.
- Manage Schedule adherence (schedule adherence measures the percentages of time an employee works in comparison to the time they are scheduled to do so).
- Responsible for collecting leave forms/medical certificates and providing to payroll for actioning.
- Provide guidance/training to community employees on Procura use.
- Maintain email inbox to be managed daily, removing actioned emails out of inbox as they are actioned.
- Confident and competent with the operation of the organisations administration infrastructure
- Operate office equipment appropriate to the tasks to be completed – includes computers, fax, digital photocopier, laminator, and computerised phone-system.
- Undertake reporting activities as directed by your manager.
- Act as the communication link between the organisation, clients, employees, and the healthcare network by telephone each day. Including actioning messages on answer machine.
- Share knowledge and provide training and assistance to new schedulers.
- Excellent verbal and interpersonal communication skills.

**Quality Management & Customer Service:**

- Knowledge on the Aged Care Quality Standards 2019, ISO 9001:2016 and ACIS 2018.
- Understanding of myHomecare Group Quality Management Framework.
- Ability to contribute to updating and implementing policies, procedures, work instructions, flow-charts.
- On request attend meetings.
- Understand every opportunity to respond to a client enquiry is an opportunity to showcase myHomecare Group and deliver excellence in customer service by providing desired outcomes

**Work Environment**

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- The employee must display appropriate social and communication skills to maintain a unified and harmonious work environment at all times.
- Ability to set up and work effectively and safely from a home office when required.

### **Work Health and Safety**

- Take reasonable care to ensure your own health and safety as well as the health and safety of those around you.
- Play a leading role in crisis management such as pandemics or natural disaster.
- Ensure team compliance with, as far as practical, all instructions given to ensure their health and safety.
- Ensure proper use of personal protective clothing and/or equipment provided.
- Complies with myHomecare Group health and safety policy and legislative requirements.
- Performs all duties in accordance with accepted safe working practices and guidelines.
- Report any hazards, incidents, accidents or near misses.
- Works actively to resolve issues that may affect myHomecare Group or anybody else's health and safety.
- Attend and completes all prescribed training for their role.
- Adheres to safe manual handling practices.
- Acts within their professional boundaries and scope of practice.

### **Communications/Technology**

- Strong written and verbal communication skills.
- Ability to build strong professional relationship with internal and external stakeholders.
- Regular reporting as agreed with manger.
- Maintaining confidentiality in all dealings with clients and stakeholders.
- Demonstrate flexibility in work practices in order to support colleagues and to meet the changing needs of myHomecare Group and the industry.
- Maintain an intermediate level of skills in Microsoft Word and Excel. Appropriate internal IT training will be provided.
- Operate office equipment appropriate to the tasks to be completed – includes computers, fax, photocopier, and Teams for business system.
- Produce computer documents as required in an efficient manner. Includes Intermediate level skills in the use of Microsoft applications and other relevant databases.
- Data entry and report generation into and from relevant databases.

<b>Documentation</b>	
<ul style="list-style-type: none"> <li>- Ensure a thorough understanding of the program guidelines and Standards.</li> <li>- Ensure all documentation is legible and in accordance with relevant government and legal guidelines.</li> <li>- Ensure all written correspondence is professional in nature.</li> <li>- Enter relevant client / employee dated notes into myHomecare Group client / employee management system and make appropriate, timely follow-up.</li> </ul>	
<b>Learning and Development</b>	
<ul style="list-style-type: none"> <li>- Be the source of continual encouragement, teaching and supervision of employees.</li> <li>- Maintain and develop skills related to work role.</li> <li>- Participate in regular care conversations in accordance with organisational policy.</li> <li>- Attend face to face and eLearning training sessions and employee meetings, which are compulsory to attend.</li> </ul>	
<b>Quality Management</b>	
<ul style="list-style-type: none"> <li>- Follow policies, procedures, work instructions, and process maps as defined in QM system.</li> <li>- Contribute to continuous improvement activities.</li> <li>- Prepare documentation and attend internal / external audits on request.</li> </ul>	
<b>Organisational</b>	
<ul style="list-style-type: none"> <li>- Understand the full suite of programs and organisation structure provided by myHomecare Group to clients and targeted markets.</li> <li>- Understand the values of myHomecare Group and promote the culture.</li> <li>- Actively promote and uphold the reputation of myHomecare Group in all representations and communication.</li> <li>- Understand the geographical structure of myHomecare Group.</li> </ul>	
<b>Measurable Indicators of Individual Performance</b>	
<ul style="list-style-type: none"> <li>- Professionalism.</li> <li>- Initiative and proactivity.</li> <li>- Demonstrated rapport with colleagues, stakeholders, leaders, and employees.</li> <li>- Demonstrated commitment to professional development, including eLearning.</li> <li>- Provision of accurate advice to relevant stakeholders, resulting in their increased understanding and knowledge.</li> </ul>	<ul style="list-style-type: none"> <li>- Schedule adherence.</li> <li>- Accuracy and timeliness of filling client services.</li> <li>- Accuracy of information maintained in client records, files, registers, and databases.</li> <li>- All tasks and activities completed and managed to deadlines in a professional and efficient manner.</li> <li>- Excellence in Customer Service.</li> <li>- Management of emails.</li> </ul>

## Personnel Specification

<b>Minimum Desired Qualifications</b>
<ul style="list-style-type: none"><li>- Certificate III in Business (or similar in time or qualification).</li></ul>
<b>Desirable Experience</b>
<ul style="list-style-type: none"><li>- Previous scheduling experience using an electronic scheduling system.</li><li>- Intermediate experience with Microsoft Suite.</li></ul>
<b>Additional Requirements</b>
<ul style="list-style-type: none"><li>- Passion and commitment to Aged Care and the desire to 'make a difference'.</li><li>- Current National Police Clearance. – The right to work in Australia. – Qualification Certificate (and transcript when applicable).</li><li>- Ability to work from a home office if required.</li><li>- Current First Aid Certificate (HLTAID003/4) and current CPR certificate (HLTAID001).</li><li>- Current COVID-19 Vaccinations.</li></ul>
<b>Essential Personal Attributes</b>
<ul style="list-style-type: none"><li>- High level of verbal and written communication skills.</li><li>- Acute attention to detail, initiative, and planning skills.</li><li>- Self-motivated, highly organised, disciplined and results orientated.</li><li>- Excellent time management skills and the ability to multi-task and to manage competing priorities.</li><li>- Ability to exercise discretion and confidentiality when handling sensitive information.</li><li>- Comfortable in working autonomously and in a team environment.</li><li>- Willingness to learn new systems, policies and procedures and be challenged by the development of a high growth business.</li><li>- Ability and willingness to embrace change.</li></ul>

## PART B - POSITION DEMANDS CHECKLIST

The purpose of this checklist is to manage any risk/s associated with this position and guide training requirements and environmental /equipment adaptation that may be necessary for the occupant of this position.

Frequency Code	
O	= occasionally
F	= frequently
C	= constantly
R	= repetitively
N/A	= not applicable to this position

Demands	Description	Frequency				
		O	F	C	R	N/A
<b>Physical Demands of the Position</b>						
Kneeling/Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels	•				
Leg/Foot Movement	Tasks involve use of the leg and/or foot to operate machinery					•
Hand/Arm Movement	Tasks involve use of hands/arms - eg, stacking, reaching, typing, sorting and inspecting			•		
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist	•				
Driving	Tasks involve operating any motor powered vehicle	•				
Sitting	Tasks involve remaining in a seated position during task performance			•		
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended		•			
Walking	Tasks involve walking on even surfaces	•				
	Tasks involve walking on uneven surfaces	•				
	Tasks involve walking up steep slopes	•				
	Tasks involve walking down steep slopes	•				
	Tasks involve walking whilst pushing/pulling objects	•				
Climbing	Tasks involve climbing up or down stairs, ladders	•				
Working at heights	Tasks involve making use of ladders, foot stools etc, anything where the person stands on an object other than the ground					•
Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms	•				

Demands	Description	Frequency				
		O	F	C	R	N/A
	1. Light lifting/carrying (0-9kg)				•	
Pushing/Pulling	Tasks involve pushing/pulling objects away from or towards the body, also includes striking or jerking	•				
Grasping	Tasks involve gripping, holding, clasping with fingers or hands					•
Manual Dexterity	Tasks involve fine finger movements – eg. Keyboard operation, writing				•	
<b>Sensory Demands of the Position</b>						
Sight	Tasks involve use of eyes (sight) as an integral part of task performance - eg, looking at screen/keyboard in computer operation				•	
Hearing	Tasks involve working in a noisy area - eg, workshop and/or operation of noisy machinery/equipment					•
Smell	Tasks involve the use of the smell senses as an integral part of the task performance					•
Taste	Tasks involve use of taste as an integral part of task performance					•
Touch	Tasks involve use of touch as an integral part of task performance	•				
<b>Psychosocial Demands of the Position</b>						
	Tasks involve interacting with distressed people	•				
	Tasks involve interacting with people with mental illness/disability/cognitive impairment	•				
<b>Exposure to Chemical Hazards</b>						
Dust	Tasks involve working with dust					•
Gases	Tasks involve working with gases eg, oxygen					•
Fumes	Tasks involve working with fumes - eg, which may cause problems to health if inhaled					•
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin - eg, dermatitis	•				
Hazardous Substances	Tasks involve handling hazardous substances including storage					•
<b>Working Environment</b>						
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance - eg, glare					•
Sunlight	Exposure to sunlight					•
Temperature	Tasks involve working in temperature extremes - eg, working outdoors					•

Demands	Description	Frequency				
		O	F	C	R	N/A
Confined Spaces	Tasks involve working in confined spaces					•
<b>Accident Risk</b>						
Surfaces	Tasks involve working on slippery or uneven surfaces	•				
Housekeeping	Tasks involve working with obstacles within the area - bad housekeeping	•				
Heights	Tasks involve working at heights below knee level and/or above shoulder height	•				
Manual Handling	Tasks involve manual handling tasks				•	
<b>Biological Hazards</b>						
Biological Products	Tasks involve working with blood/blood products/body fluids					•

*Adapted from NSW Health Circular 2001/74*