

Job Description Details	
<b>Job Title</b>	Scheduler
<b>Department/Division</b>	Brightwater At Home, Commercial Services
<b>Reports to</b>	Service Leader
<b>Direct Reports</b>	Nil
<b>Agreement</b>	Brightwater Care Group Health Services Union of WA Enterprise Agreement

Brightwater Mission
<p><i>Pursuing the Dignity of Independence</i></p> <p>For Brightwater, no one is beyond care. Here, we value the potential that lives inside each and every one of us, no matter what that looks like. Our amazing ability to strive towards our best self every day, to keep learning and to keep growing. This drives all that we do. Sure, it's not always easy, but this journey that we're on together comes with its own reward. This pursuit of independence brings with it the dignity of control over our own lives. And everyone deserves the right to pursue that.</p>

Commitment to Mission and the Brightwater Spirit
<p>Embrace and apply the Brightwater Spirit – our values and behaviours – in all interactions with staff and customers. Our commitment to the Brightwater Spirit enables us to achieve our Mission, <i>Pursuing the Dignity of Independence</i>.</p> <p><b>Caring</b> We care for and about each other. We work together to provide inclusive and relevant services in ways that meet the needs and goals of our clients.</p> <p><b>Authentic</b> We are open and genuine, enabling us to build meaningful relationships with our clients and each other.</p> <p><b>Progressive</b> We are inspired to continuously improve ourselves and our services for the benefit of our clients.</p> <p><b>Courageous</b> We find strength in order to make a difference.</p>

Diversity and Inclusion Statement
<p>At Brightwater, we welcome people with the full diversity of life experiences, thoughts and beliefs. We foster a culture of inclusion, collaboration and innovation where our clients and staff can flourish.</p>

Position Purpose
<p>The role of the Scheduler is to ensure all client services are provided in accordance with their package level and to provide Community Support Workers with rosters that meets the requirements of their terms of employment. In doing so, the Scheduler contributes to the effective and efficiency operations of Brightwater At Home.</p>

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Scheduler	1	9/07/13	Recruitment Coordinator	Chief People & Culture Officer	
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## Key Duties/Accountabilities

1. Develop effective systems and appropriately coordinate Community Support Workers allocation within Brightwater At Home including planning for leave cover and appropriate use of agency relief as back up.
2. Communicate with clients, relatives, colleagues and others in a professional manner that shows respect for individuals.
3. Record information accurately and distribute effectively within Brightwater At Home.
4. Maintain current knowledge of computer programs relevant to the position and assist in implementation of new software.
5. Provide services in a responsible, cost effective and efficient manner with an awareness of the appropriate use of human and other resources.
6. Identify areas for improvement and use a continuous quality improvement approach to problem solving. This includes collaborating with colleagues, facilitating quality improvement activities and acting as a change agent to agreed changes.
7. Other duties as required.

## Key Working Relationships

1. Communicate appropriately with the client and families in regards to service queries.
2. Liaise with staff and external agencies to ensure client service needs are met.
3. Dynamically work together with the Administration team, Service Leaders, and administration team to ensure Brightwater At Home operations are cost effective and efficient.

## Professional Development

1. Accept responsibility for updating/developing own knowledge/skills in relation to professional practice.
2. Actively participate in opportunities for performance feedback with a growth mindset, including reviews and check-ins; reflect on own performance and set goals.
3. Complete essential training courses within the required timeframes and embed learning outcomes to continuously improve skills and work performance.
4. Attend and contribute to staff meetings/discussions and collaborate with team members to improve outcomes.

## Safety and Health

1. Actively promote a positive safety and health culture by caring for self and others, demonstrating attention to physical, mental, emotional, cultural, and psychological safety.
2. Take proactive and responsible actions to avoid, eliminate or minimize hazards.
3. Accept responsibility for understanding and recognising the risks and hazards associated with work duties.
4. Report all incidents, hazards, and injuries immediately.
5. Use equipment, such as personal protective and manual tasks equipment, as trained and required.
6. Adhere to infection control principles and practices.

## NDIS Risk Assessment

This position is not considered to be a risk assessed role and therefore does not require the person to hold an NDIS Worker Screening Check.

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## Other Information

Nil

## Selection Criteria – Qualifications, Skills, Knowledge, Experience

1. Excellent computer skills with sound knowledge of Microsoft applications.
2. Able to effectively communicate (both written & verbal) in various environments with a wide range of people.
3. Knowledge of and ability to practice all aspects of confidentiality.
4. Ability to work effectively in Quality Customer Satisfaction.
5. Demonstrate ability to organise, priorities tasks, work effectively under pressure, problem solve and meet deadlines.
6. Understanding and able to carry out instructions and direction effectively and efficiently.
7. Knowledge of Carelink Plus software (desirable).
8. Possess a current Western Australia 'C' Class Driver's Licence (desirable).
9. Previous experience community based aged care industry (desirable).
10. Satisfactory National Police Certificate obtained within the last 12 months.

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