

POSITION DESCRIPTION

Position Title:	Scheduler, Home Care
Reports to:	Scheduling Team Leader
Direct Reports:	Nil
Business Area:	Workforce Support – Home Care
Primary Location:	Corporate Office, Subiaco

PURPOSE

The purpose and objective of this position is to play an integral role in ensuring the efficient and effective allocation of client services to Home Care Community Support Workers and Clinical staff, whilst providing exceptional customer service.

VISION, MISSION, AND VALUES

The Scheduler, Home Care contributes to Amana Living’s Vision, Mission, and Values.

VISION A community where every older person is honoured and valued.

MISSION Together, we enable older people to maintain their individuality, providing what is needed to support a fulfilling life.

VALUES

- Compassion** We act with kindness, empathy, and respect to foster a community of caring
- Collaboration** We work together, so every person’s contribution advances our common purpose
- Curiosity** We are determined and creative in finding ways that deliver great outcomes
- Inclusion** We celebrate diversity, ensuring everyone is welcomed and treated equitably
- Trust** We take our responsibility seriously and are worthy of the trust placed in us

AGED CARE CODE OF CONDUCT

Aged care workers are covered by the Code of Conduct for Aged Care. The Code sets out how approved providers (Amana Living) and their workers (Amana Living staff) and governing persons must behave and treat consumers when providing aged care services, and strengthens protections for older Australians against unsafe, poor-quality aged care services.

Amana Living expects all staff covered by the Aged Care Code of Conduct to comply with Code and all remaining staff to provide care and/or service that is safe and respectful and to behave in a way that is in keeping with the Code.

WORK HEALTH AND SAFETY

Schedulers are required to take reasonable care for their own health and safety and the health and safety of other persons at the workplace. Throughout their employment they must comply with any reasonable instructions, policies and procedures relating to health and safety at the workplace.

KEY DUTIES AND RESPONSIBILITIES

CORE RESPONSIBILITIES	KEY TASKS AND DUTIES
<p>Scheduling and day-to-day functions</p>	<ul style="list-style-type: none"> • Efficiently Schedule Home Care staff to provide client services that meet each client’s needs, as per their specific care plan and service request (this includes Community Support Workers, Clinical and Allied Health Staff) • Ensure continuity of care is provided through working with a care team for each client to scheduling regular staff to clients • Schedule services to maximise utilisation of staff in line with their availability, location, and training competencies • Ensure staff schedules adhere to the guidelines and rights within their collective agreement • Schedule staff leave and events and rescheduled any effected services in a timely manner • Accurately maintain the Aged Care Management system, ensuring all staff and client details are kept up to date by updating details in the system where/when required, including client hold, leave and discharges • Provide clear and concise communication and collaboration between the Scheduling Team, internal stakeholders, and external stakeholders to ensure customer focused outcomes while balancing business needs • Identify and advise the Scheduling Team Leader of recruitment requirements for Home Care staff • Ensure clients are charged correctly and staff paid correctly through accurate data entry and attention to detail • Manage scheduling requests to ensure timely triage, response and closure of requests and correspondence according to team KPI’s • Ensure all staff and client communication is recorded in the Aged Care Management System • Attend and actively participate in Scheduling Team training sessions and meetings • Attend and actively participate in Amana Living meetings and training sessions • Engage with external Agency to request service coverage where required in line with Amana Living Scheduling guidelines
<p>Customer Service</p>	<ul style="list-style-type: none"> • Demonstrate a high commitment to exceptional customer service by ensuring every interaction is a positive experience for the staff and clients • Answer calls through the Home Care and Clinical Enquiry lines and provide assistance as required

	<ul style="list-style-type: none"> • Develop positive relationships within the Scheduling Team, internal and external stakeholders (including staff and clients) • Report all client and staff feedback • Report all staff and client incidents • Resolve all client complaints in line with the complaint resolution process
Continuous Improvement	<ul style="list-style-type: none"> • Identify and discuss areas for continuous improvement in both your own and the wider teamwork practices, processes, and procedures • Provide feedback regarding processes and procedures as required to meet best practice and operational needs • Identify, raise, and work to remedy errors within the Aged Care Management System that relate to the day-to-day function of the Scheduling Team ensuring that client, staff, and service details are accurate and updated where required • Support CSW performance management issues on request by a Team Leader CSW • Assist the Scheduling Team Leader and/or Team Leader CSW with the investigation of feedback and incidents
Team support and Leave Cover	<ul style="list-style-type: none"> • Provide buddy training and support of new workforce team members • Provide leave coverage for the following roles where required and according to training provided <ul style="list-style-type: none"> ○ Home Care Payroll Administrator ○ Workforce Support Officers ○ Scheduling Team Leader
Culture	<ul style="list-style-type: none"> • Adopt and promote a culture of inclusion, teamwork, and collaboration within the Scheduling Team • Support the Scheduling Team Leader and Workforce Operations Manager in achieving the organization’s goals and requirements

KEY OUTCOMES

- A high level of customer service and external stakeholder satisfaction is achieved for scheduled services while adhering to the Amana Living scheduling principles.
- Day-to-day functions and responsibilities within the Scheduling Team are completed accurately in a timely manner.
- Staff and client feedback and incidents are identified and investigated effectively, with appropriate actions taken to report and address them.
- Aged Care Management System data is accurate and maintained efficiently.
- A culture of inclusion, teamwork and collaboration is adhered to within the Scheduling Team, with positive relationships fostered.
- The Scheduling Team Leader and Workforce Operations Manager are effectively supported in achieving the organisation’s goals and requirements.

SELECTION CRITERIA

SKILLS, KNOWLEDGE & ABILITIES
Previous experience with scheduling services

Pleasant phone manner and excellent verbal, written and interpersonal communication skills
Demonstrated high level administration skills and attention to detail
Proven organisational and time management skills
Proficient in Microsoft Office applications
Experience within the Aged Care industry (preferred)

ESSENTIAL REQUIREMENTS
National Police Clearance Certificate (no older than 6 months) or NDIS (Worker's Screening) Check
Proof of current influenza and Covid-19 vaccinations as per Amana Living policies
Successful completion of pre-employment medical

ATTRIBUTES & ATTITUDES
Professional presentation and proactive attitude
Commitment to providing exceptional customer service
Demonstrated good verbal, written and interpersonal communication skills
Proven organisational and time management skills
Ability to work independently and as a member of a team
Ability to problem solve, applying creative solutions whilst working within the organisation's policies, procedures, and values
Ability to work under pressure to meet deadlines whilst maintaining a high level of accuracy