

<b>Position:</b>	<b>Senior Scheduler</b>
<b>Division:</b>	BaptistCare At Home
<b>Reports to:</b>	Scheduling Team Leader
<b>Band:</b>	Band 5A
<b>Underpinning Award</b>	Enterprise Agreement – Admin Level 3

We all want to be part of something bigger than ourselves. And with us, you can be part of an organisation that truly makes a difference. Here's how.

**YOUR ROLE** | **Senior Scheduler**

As the Senior Scheduler you will support the Scheduling Team Leader to ensure rosters are meeting the needs of our clients and care workers by supporting the schedulers to follow best practice processes. You will work closely with our schedulers to support the delivery of high-quality care and services that support our customer's independence, health, and wellbeing.

**YOUR TEAM** | **BaptistCare At Home**

We believe in discovering what's possible in peoples' lives and empowering them to live well. Our unique Well-Living® approach to care enables our clients to live their best possible lives at home, where they're surrounded by the people, community and memories they love most. Together as a team we help people feel loved, valued and respected.



**OUR SHARED VALUES**

BaptistCare's Values have been chosen to reflect both what we as an organisation value, and what our customers have said is important to them. That's why we call them our Shared Values. You will recognise the Values are being lived when you hear your customers say:

**LOVE**

- You genuinely care and enjoy being with me while you're in my home
- You help me maintain my dignity, you smile and connect with me
- You engage me at my level and our interactions are positive and friendly

**RESPECT**

- You give me the freedom and flexibility to choose what's right for me
- You are respectful and courteous of my individual journey
- You listen to my stories, you are engaged at every interaction

**RELIABILITY**

- You do what you say and deliver what you promise. You build trust.
- You move past problems to focus on solutions that work for me
- You are transparent, open and honest. I feel at ease with you

**EMPOWERMENT**

- You help me preserve and extend my independence
- You focus on my abilities and on helping me to maximise what is possible
- You enable and equip me to live the life I want to live

*Because we care*

# Position Description

## Key responsibilities

### Team Support

Promote a team culture in which staff feel valued and respected by:

- Being the first point of contact to respond to questions and training needs.
- Working with the schedulers to ensure data is reviewed, understood, and cleansed as required.
- Backfilling where scheduler shortages are present from planned or unplanned leave.
- Spot checking data and rosters to ensure schedulers are developing consistent and efficient rosters for both our staff and clients.
- Supporting the Scheduling Team Leader with data analytics and scheduler training, as required.
- Supporting change through positive leadership and role modelling.
- Role modelling the values of BaptistCare to the team.

### Scheduling Duties

Schedule, plan and organise care worker rosters to effectively meet clients' needs by:

- Maintaining consistency of service times and workers to clients.
- Matching worker skills with the requirements of the client.
- Ensuring rosters are published in line with EA requirements.
- Work with the scheduling team to develop good work practices to gain efficiencies in scheduling with a focus on reducing unscheduled down time.
- Supporting the team to meet KPI targets for the year including rostering efficiency, labour productivity, labour cost per unit, margin per hour of service and total service hours.

### Exceptional Customer Service

Deliver exceptional service to BaptistCare clients by:

- Ensuring clients are treated with respect, acknowledging, and responding to their identity, culture, and diversity.
- Communicating with clarity and compassion.
- Equipping clients with the information they require to make informed decisions about their care and services.
- Delivering a timely, professional response to client feedback and complaints and actively assisting with addressing and resolving these matters.

### Documentation and Data Base Management

Ensure good data integrity is maintained all times by:

- Ensuring all client records are maintained and documented according to legislative and BaptistCare requirements.
- Documenting all customer/family interactions "every contact, every time".
- Maintaining staff records.

# Position Description

## Work Health & Safety (WHS)

Take care of your own and others health and safety by:

- Working safely to minimise risks to self and others
- Complying with Work Health and Safety (WHS) policy and procedures
- Reporting any hazards, near misses or incidents through the appropriate channel
- In the event of a workplace injury, participate, contribute and engage in Return to Work plans
- Role model appropriate “positive duty” behaviours with regard to Respect@Work

## Key requirements

### Essential qualifications and experience:

- Experience and knowledge in the allocation and scheduling of services across large teams.
- Three years minimum experience within an aged care or similar environment

### Essential competencies:

- High attention to detail and excellent organisational skills
- Excellent customer service and relationship management skills
- Excellent written and verbal communication skills
- Advanced computer skills
- Excellent problem solving and time management skills
- Ability to make decisions under pressure
- Demonstrate an understanding and appreciation of BaptistCare’s Christian identity and promote the organisation’s values through interactions at work

### Desirable qualifications, competencies and experiences:

- Knowledge of Home Care programs and service delivery models

## Other important information

### Here are some other important items to take note of:

- This position description and your letter of offer outline the terms and conditions of your employment
- You are required to work in accordance with the Aged Care Quality Standards
- You will successfully complete all prescribed mandatory training and participate in an annual plan and appraisal development process
- It is a requirement of the role that you undergo a Police Background Check
- This is not a complete list of what is expected in your role. You are required to complete additional tasks that may be asked of you having regard for your skills, training and experience.
- You may be required to participate in an after-hours on-call roster.