

Position:	Scheduling Team Leader
Business Stream:	BaptistCare at home
Reports to:	Assistant Manager Scheduling
Band:	Band 5B
Underpinning Award:	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 | Scheduling Team Leader

As the Scheduling Team Leader you will lead your team to make a meaningful difference in the lives of both our clients and staff by putting our people first. You will support your team to develop rosters that meet our clients' needs. You will work closely with the Area Managers, Care Facilitators and care workers to support the delivery of high-quality care and services that support our client'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

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Position Description

Key responsibilities

Team Support

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

- Supporting all staff within the team through regular team meetings and monthly supervisions.
- Fostering an open culture where team members are able to clarify any concerns by openly raising issues.
- Leading by example to create a team with a strong sense of purpose and value.
- Supporting change through positive leadership and role modelling.
- Supporting CSE recruitment by identifying targeted areas.
- Supporting training of new staff and retraining of existing staff.
- Participating in the recruitment and selection of schedulers within the team.
- Providing data monthly reports to the team and supporting data changes to make rostering improvements.
- Role modelling the values of BaptistCare to the team.

Scheduling Duties

Rosters effectively meet clients' needs by ensuring:

- consistency of service times and workers to clients is maintained.
- worker skills are matched with the requirements of the client.
- rosters are published in line with EA requirements.
- Scheduling teams develop good work practices to gain efficiencies in scheduling with a focus on reducing unscheduled down time.
- the team meet KPI targets for the year including rostering efficiency, labour productivity, labour cost per unit, margin per hour of service and total service hours.
- growth of client services is supported by working closely with the area managers to identify capacity gaps within their sites.

Exceptional Customer Service

Deliver exceptional service to BaptistCare clients and internal customers 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 customer feedback and complaints and actively assisting with addressing and resolving these matters.
- Fostering strong relationships between scheduling and operational teams

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 client/family interactions "every contact, every time".
- Maintaining staff records.

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Position Description

Work Health & Safety (WHS)

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

- Working safely using our STAR method 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 work place injury, participate, contribute and engage in Return to Work plans

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
- Previous experience leading teams

Essential competencies:

- Demonstrate an understanding and appreciation of BaptistCare's Christian identity and promote the organisation's values through interactions at work
- 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

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.

I have read my Position Description and I understand the requirements of the role:

Employee name:	Signature:	Date:
[Enter]		[Enter]

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