



POSITION PROFILE	Group Programs Assistant Coordinator/Scheduler
ORGANISATIONAL SETTING	Reports to: Groups Coordinator
AWARD LEVEL	SCHCADS Level 3
PURPOSE	The Groups Assistant Coordinator / Scheduler assists the Groups Coordinator to provide and develop innovative, person centred group services across numerous locations.
KEY RESPONSIBILITIES	<ol style="list-style-type: none"> 1. Establish and maintain positive, professional relationships with families, support workers and relevant external vendors; 2. Manage staff schedules in a person centred manner to meet the service delivery needs for multiple clients, programs and locations; 3. Organise all aspects of group scheduling including but not limited to booking venues, vehicles and preparing activity paperwork; 4. Ensure support staff have up to date information on the needs and requests of the people and families supported; 5. Be the primary liaison person for support workers and the people we support regarding changes to any scheduled service; 6. Manage annual leave and personal leave of support workers, ensuring that information is accurate and up to date; 7. Assist the Groups Coordinator with reporting, general administration and other duties commensurate with the level of this post.
STATEMENT OF DUTIES	<p>Understanding the people we support:</p> <ol style="list-style-type: none"> 1. Appreciate and understand the issues experienced by people with disability and their families; 2. Minimise the impact of scheduling and support worker changes. <p>Service Delivery:</p> <ol style="list-style-type: none"> 1. Ensure timely response to scheduling support workers for new and existing people that we support; 2. Ensure that appropriate breaks and travel time are accurately incorporated into rosters; 3. Ensure that the provision of supports is consistent with the policies and procedures of Directions and its funding bodies;

	<ol style="list-style-type: none"> 4. Ensure that support workers have correct competencies to match the needs of the person supported; 5. Ensure efficient rostering and coordination of support workers to maximise their availability to people we support and their families; 6. Participate in the on-call roster; 7. Assist with the completion of regular and annual support worker reviews and assessments in conjunction with the Groups Coordinator; 8. Schedule staff inductions and training; 9. Use and populate SMS/Visicase database in accordance with the requirements of Directions and its funding bodies; <p>Relationships and communications:</p> <ol style="list-style-type: none"> 1. Create, negotiate and build effective relationships and rapport with the people we support, their families and support workers; 2. Develop and maintain professional and functional relationships with peers and colleagues within Directions. <p>Directions undertakes to maintain a positive workplace culture that results in strong motivation, commitment and productivity. To ensure this all employees demonstrate values and behaviours that value diversity and promote accountability, co-operation and respect in the following areas:</p> <p>Team work</p> <ol style="list-style-type: none"> 1. Work as part of the team and work autonomously as required; 3. Ensure effective information sharing and communication including attendance at meetings and contribution to communication strategies; 4. Participate in relevant training; 5. Demonstrate a willingness to participate in team and planning discussions to resolve potential conflict. <p>Environment</p> <ol style="list-style-type: none"> 1. Ensure all work related activities are carried out in compliance with the Disability Service Standards; 2. Any procurement of goods and services include consideration of the environmental footprint; 3. Minimise wastage of office materials through reduction, reuse or recycle principles; 4. Participate in environmental awareness activities; 5. Report environmental issues to appropriate people. <p>Continuous Improvement</p> <ol style="list-style-type: none"> 1. Contribute to continuous quality improvement by constantly seeking out opportunities to improve work practices and procedures; 2. Assist the quality evaluation process by identifying, incorporating best practice and providing regular reports on quality activities undertaken.
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	<p>Occupational Health and Safety</p> <ol style="list-style-type: none"> 1. Contribute to the maintenance of an occupationally safe and harassment-free workplace; 2. Ensure occupational health and safety issues are considered in all aspects of duties performed; 3. Maintain high standards of performance and adopt a proactive approach to occupational health and safety issues; 4. Ensure compliance with statutory requirements and company policies and practices; 5. Report all observed safety incidents and hazards and recommend improvements; 6. Comply with all state and federal anti-discrimination, bullying and sexual harassment legislation. <p>Other</p> <ol style="list-style-type: none"> 1. Ensure the confidentiality of any and all information obtained in relation to the position; 2. Comply with Directions' internal quality systems, policies, procedures and protocols; 3. Represent Directions in a professional and credible manner in all interactions with the community and other external stakeholders; 4. During normal working hours focus attention on the activities of Directions; 5. All other tasks as directed that are reasonable and appropriate for the role.
<p>QUALIFICATIONS AND EXPERIENCE</p>	<p>Essential Experience</p> <ol style="list-style-type: none"> 1. Significant scheduling experience demonstrating highly effective people skills and delivery of outcomes for people with disability and their families, or within aged care; 2. Possess a diligent, 'can-do' attitude and thrive in a fast paced, dynamic environment; 3. Demonstrated ability to take responsibility, with the capability to work on your own initiative and within a team; 4. Excellent communication and interpersonal skills with demonstrated ability to engage people from all backgrounds; 5. Proven skills to work well under pressure and at a fast pace; 6. Willingness to work flexibly as required and manage competing priorities; 7. High level of competency with Word and Excel, knowledge of Visicase would be an advantage; 8. Certificate III in Aged Care or Disability would be well regarded. <p>Appointment Pre Requisite</p> <ol style="list-style-type: none"> 1. National Police Clearance Certificate.