



## POSITION DESCRIPTION

<b>Position Title:</b>	Scheduler
<b>Reports to:</b>	Coordinator
<b>Award Level:</b>	SCHADS Level 3
<b>Location:</b>	Perth Metropolitan area and/or Mandurah region
<b>Date Reviewed:</b>	5 May 2019

### Position Purpose and Overview

The Scheduler is accountable for the accurate and efficient scheduling of supports and other services within the Coordination team. The position is critical to the provision of high quality and commercially viable supports. The Scheduler contributes to this by ensuring efficient rostering and coordination of support workers to maximise their availability to individuals and families; ensuring that the provision of supports is consistent with the policies and procedures of Directions and funding bodies and that support workers have correct competencies to match the needs of the person supported.

### Key Accountabilities, Responsibilities and Activities

- Schedule person-centred supports with support workers matched to individuals;
- Be the primary liaison person for support workers and the people we support regarding changes to any scheduled service;
- Manage annual leave and personal leave of support workers, ensuring that information is accurate and up to date;
- Recognise, value and nurture the talents of support workers and the people they support, ensuring person-centred relationship - based support;
- Establish and maintain positive, professional relationships with families, support workers and relevant external stakeholders;
- Assist the coordinators with reporting, general administration and other duties commensurate with the level of this position, and perform any other responsibilities and activities as required by the business within your capabilities and abilities.

### Statement of Duties

Success in this position demonstrates the following competencies:

#### **Understanding the people we support:**

- Appreciate and understand the issues experienced by people with disability and their families;
- Minimise the impact of scheduling and support worker changes.

**Service Delivery:**

- Ensure timely response to scheduling support workers for new and existing people that we support;
- Ensure that appropriate breaks and travel time are accurately incorporated into rosters;
- Ensure that the provision of supports is consistent with the policies and procedures of Directions and its funding body;
- Ensure that support workers have correct competencies to match the needs of the person supported;
- Ensure efficient rostering and coordination of support workers to maximise their availability to individuals and families;
- Participate in the on-call roster;
- Use and populate Visicase database in accordance with the requirements of Directions and funding bodies.

**Relationships and communications:**

- Create, negotiate and build effective relationships and rapport with individuals, families and support workers;
- Develop and maintain professional and functional relationships with peers and colleagues within Directions;
- Contributes to a positive workplace culture that results in strong motivation, commitment and productivity.
- Demonstrate values and behaviours that value diversity and promote accountability, co-operation and respect.

**Team work**

- Work as part of the team and work autonomously as required;
- Ensure effective information sharing and communication including attendance at meetings and contribution to communication strategies;
- Participate in relevant training;
- Demonstrate a willingness to participate in team and planning discussions to resolve potential conflict.

**Environment**

- Ensure all work related activities are carried out in compliance with the Disability Service Standards;
- Any procurement of goods and services include consideration of the environmental footprint;
- Minimise wastage of office materials through reduction, reuse or recycle principles;
- Participate in environmental awareness activities;
- Report environmental issues to appropriate people.

**Continuous Improvement**

- Contribute to continuous quality improvement by constantly seeking out opportunities to improve work practices and procedures;
- Assist the quality evaluation process by identifying, incorporating best practice and providing regular reports on quality activities undertaken.

## **Selection Criteria – qualifications, experience and abilities**

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 or other customer relationship management (CRM) software would be an advantage;
8. Certificate III in Aged Care or Disability would be well regarded.

### **Appointment Pre Requisite**

1. National Police Clearance Certificate.