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| **Position Title & Level/Grade:** | Scheduling & Administration Worker | | **Department:** | | CHOICES & Aged Care Services | |
| **Reports to:** | CHOICES & Aged Care  Program Manager | | **Supervises:** | | Nil | |
| **Internal Liaisons:** | CAC Support Workers  CAC Office Based Team | | **External Liaisons:** | | CAC Clients, families and stakeholders  Other Service Providers | |
| **Position Objective** | The CHOICES and Aged Care Portfolio provides support to people with a disability, individuals who are ageing, as well as recovery services to individuals living with mental ill health. All services delivered are person centered, and aim to enhance the independence of each individual by focusing on recovery, skill development and community inclusion.  The Scheduling & Administration Worker will work within the Scheduling Team which is responsible for utilising a client management system to schedule support workers and personal assistants to direct support services for the portfolio. This will include liaising with participants and nominated representatives and working closely with program staff to ensure service types and hours are in line with service agreements and contract KPIs. The Scheduling & Administration Worker will provide administrative support to the portfolio to assist with program requirements and quality service provision. | | | | | |
| **Key Responsibilities** | Rostering/Scheduling   * Liaise in a professional manner with a range of relevant stakeholders to schedule Support Workers/Personal Assistants to services in line with an individual’s established service agreement. * Utilise the identified client management system to ensure 100% of roster information is up to date and accurate for all programs, including filling leave and new shifts as they arise. * Review the list of unallocated shifts to be filled on a daily basis and liaise with the other scheduling workers to ensure all shifts are covered, referred to an agency or cancelled in consultation with a Manager. * Work with the CHOICES & Aged Care team and participants to identify rostering solutions for identified service gaps. * Analyse and review rosters and client diaries to accommodate service gaps and participate in team meetings to ensure service gaps are rectified within set timeframes. * Liaise with program areas in regards to cancellations prior to notifying the client/representative of the cancellation. * Work with the other scheduling workers to ensure that all planned leave is filled 2 weeks prior to the leave date. * Ensure Personal Assistants are rostered in line with the CatholicCare Enterprise Agreement, including having rosters distributed/published a minimum of 2 weeks prior to the commencement date of the roster period. * Refer the Participants and/or their Nominated Representative to a program area to review their plan should the request include an increase of hours or change to service types that are not reflected in the participant’s service agreement.   Administration   * Ensure 100% of support worker performance appraisals are scheduled with the relevant manager prior to the due date. * Maintain competencies in all current IT applications, e.g. Microsoft applications, phones, faxes, printers, TCM/or other identified client management system and other software. * Ensure documentation is accurately recorded and maintained with case notes, participants’ details and updates are entered into TCM/or other identified client management system. * Be available to take minutes for meetings as required, including Team Meetings and Support Worker Meetings and distribute in line with policy. * Assist with the mail out of relevant materials. * Oversee the Fleet Management for the portfolio, including maintaining records of workers’ registration and comprehensive insurance for the Grey Fleet. * Participate in fulfilling Reception Duties as per the reception roster, including but not limited to taking calls, checking messages and distributing to relevant parties as required.   Team Work   * Actively participate in CHOICES & Aged Care Team Meetings and Rostering Team Meetings. * Actively support colleagues across the CHOICES & Aged Care portfolio, in the provision of services and projects as directed by Program Managers. * Assist with tasks undertaken by other Scheduling Workers in their absence. * Participate in the On Call Roster, both during the week and after hours.   Professional Development   * Maintain a working knowledge of the NDIS and Aged Care Services to allow you to engage and support participants with their scheduling of services – but not to provide coordination of support. * Participate in Weekly meetings and monthly supervision. * Undertake training and professional development as per professional development plan. * Actively participate in annual performance appraisal. | | | | | |
| **Key Selection Criteria** | | | | | | |
| * Relevant certificate level qualification or extensive experience in the sector and 2-3 years’ experience in rostering or staff scheduling. * Ability to understand the complexities of rostering support staff, and the ability to manage all enquiries in a professional manner. * Strong problem solving skills, the ability to juggle multiple tasks and effective time management skills. * Be in possession of a current drivers’ licence and a Working with Vulnerable People Card. | | | | | | |
| **Experience & Knowledge** | | * Experience in rostering services to clients and workers. * Knowledge or awareness of the disability, mental health and aged care sectors. * Experience working with computers or software programs. | | **Attributes** | | * Ability to prioritise, manage time and attention to detail, * Well-developed oral and written communication skills, * Promote positive team dynamics, * Well established professional boundaries. |

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| **Employee Declaration** |
| I have read this document and agree to undertake the duties and responsibilities as list above.  I acknowledge that:   * This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives. * The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures. |

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| **Employee** |  |
| **Signature** |  |
| **Date** |  |