

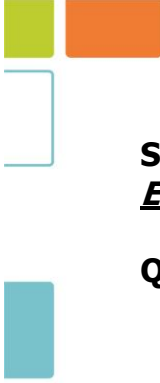
Position Description	Scheduling Coordinator
Social Community Home Care and Disability Award 2010 Classification	Social and Community Employee Level 4
Reporting to	Aged Care Senior Manager

THE SCOPE AND PURPOSE OF THE POSITION:

Work closely with Management and Care Partners to provide effective and efficient rostering of Care Workers to deliver care and support to Support at Home and Commonwealth Home Support Program service users.

KEY RESPONSIBILITIES:

- Manage and maintain all care worker rosters on a daily basis and ensure rosters are completed two weeks in advance.
- Develop and manage care service schedules, considering each client's individual needs and matching with care workers' skills and geographical locations.
- Monitor care worker hours against individual care worker contracts, maximum hour limits and award requirements
- Arrange replacement care workers to cover sick and annual leave and planned or unplanned absences and shift changes.
- Ensure compliance, cost optimisation as well as a focus on client and care workers' satisfaction.
- To maintain accurate and comprehensive records, in accordance with policies and procedures.
- Manage the processing of Care Worker timesheets.
- Regularly report to management on scheduling capacity and recruitment recommendations
- To work collaboratively and build strong and productive working relationships with all stakeholders, including service users, Care Partners and Care Workers.
- To ensure adherence to all legislative and regulatory requirements.
- Comply with CareWays Work Health and Safety (WHS) policies and procedures with respect to any action taken by CareWays to comply with its requirements under WH&S legislation.
- Manage and maintain the master roster as required
- Attend team meetings and training sessions to maintain professional standards.
- All other reasonable duties as directed.



SELECTION CRITERIA

Essential Criteria

Qualifications

- Relevant tertiary qualifications at Diploma level and 3 years' experience working in a high-volume rostering position.
- Criminal History check.

Skill Requirements

- Demonstrated experience in scheduling shifts for high volumes of workers and client's services and a knowledge and understanding of rostering and scheduling processes with low error rates.
- Demonstrated a sound understanding of the SCHADS Award.
- Excellent data entry and computer skills with sound knowledge of Microsoft applications.
- Excellent interpersonal and communication skills (both written & verbal) in various environments with the ability to communicate with a wide range of people.
- Problem solving skills with the ability to think creatively.
- Effective negotiation skills.
- An excellent telephone manner.
- Demonstrated ability to organise and priorities tasks, work effectively with minimal supervision and under pressure, problem solve and meet deadlines and use resources effectively and efficiently.

Experience Requirements

- Experience with rostering in the aged care or disability sector.

Knowledge Requirements

- Understanding and awareness of industrial instruments in relation to rostering employees.
- Demonstrated flexibility to accommodate changing needs and/or situations as they arise day to day.
- Superior customer service skills.

Desirable Criteria

- Working within Home Care Environment.
- Experience with Visual Care Software.

EXPECTATIONS

To display informed affinity with the vision, values and mission of CareWays Community.

Additional Information

CareWays has a smoke free environment policy for all property and motor vehicles.