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| Position title | Scheduling Coordinator |
| Program | Community Assist |
| Reports to | <ul style="list-style-type: none"> • Program Leader Community Assist • Manager Aged and Disability • General Manager Health, Aged and Disability • Chief Executive Officer |
| Direct reports | <ul style="list-style-type: none"> • None |
| Award/EBA | Health and Allied Services Managers and Administrative Workers Victorian Stand-Alone Community Health Services Multi-Employer Enterprise Agreement 2022-2026 |

Position summary

The Community Assist Program provides services to people in our community who require assistance in day-to-day living tasks and capacity building. Our service is offered to members of the community. This assistance enables people to remain living independently at home and in the community in a dignified and safe manner. Our service is through a person-centred care approach as promoted by the Department of Health Victoria and the Department of Human, Disability and Ageing.

The Coordinator will provide a highly skilled and timely response to service requests and stakeholders; check availability of staff and resources to prepare and maintain the roster system of the Community Assist program; prepare and publish roster information.

Key responsibilities

1. Prepare, maintain, verify and oversee proposed and current rosters including 1:1 service, group facilitators and on call staff.
2. Respond to internal and external service requests and changes to rosters as they occur.
3. Check availability of worker, time slot, activity and resources (vehicles).
4. Allocate the appropriately matched worker to the client and inform of service delivery information including any service changes.
5. Communicate between client and service request provider.
6. Input and update internal system (Alaycare) accordingly, including service completion or cancellation with necessary details.
7. Maintain records accurately and efficiently in line with organisational audit requirement and deployment.
8. Prepare and publish a fortnightly roster to staff.
9. Provide welcome packs to clients and service providers.
10. Complete Home Assessment for new and current program participants, as required.
11. Participate in the on-call roster as required.
12. Provide administrative Supports as required.
13. Provide supervision and support to students as required.
14. Foster a respectful and inclusive work environment by treating colleagues, clients and other stakeholders with courtesy and respect.
15. Other duties commensurate with current skills and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.

Key selection criteria

Qualifications

- Administration experience is preferred but not necessary

Mandatory

- Demonstrated experience in rostering Community Services work, including allocations to align with budgetary requirements.

Desirable

- Demonstrated experience in working with aged people or people with a disability or mental health illness with great interpersonal skills.

- Demonstrated experience in the reconciliation of time sheets and staff rosters.
- Ability to maintain records accurately and efficiently in line with organisational audit requirements.
- Familiarity with various relevant funding streams.

Demonstrated skills and experience

- Ability to maintain confidentiality at all times.
 - Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
 - High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
 - Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.
 - Demonstrated ability to contribute to positive workplace culture and practices.
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Quality, Health & Safety

- Act in a way that maintains physical and psychological health and safety for self and others.
- Adhere to safe work practices relevant to the role.
- Promptly report issues that might put self or others at risk, including incidents and near misses, and respond appropriately to risks and reports from others when appropriate to do so.
- Is kind to self and others.
- Contribute to workplace safety and reduction of workplace injuries.
- Ensure team members, consumers/participants and visitors are safe, and accurately report any incidents, hazards and near misses in a timely and professional manner.
- Work at all times within a culture of continuous quality improvement.

Personal attributes

- Empowering
 - Professional
 - Inclusive
 - Compassionate
 - Courageous
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Licences and registrations

- Current National police check
- Current Employee Working with Children Check
- Victorian driver licence
- NDIS Worker Screening Check

Please note: These checks are a standard part of our employment process at Grampians Community Health. If the results of these checks are not aligned with the requirements of the role, we may reconsider the offer of employment.

Required training

- Mandatory Aged Care Training modules
 - MARAM
 - Internal online courses as required.
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