

Position Description

Scheduling Clerk

Reports to:	Scheduling Coordinator
Directorate/Department:	Practice & Quality
Number of direct reports:	As per Organisational Structure
Employment Type:	Permanent/Part-Time (0.65 FTE)
Salary/Award Classification:	Level 2 – Social, Community, Home Care and Disability Services Industry Award 2010
	Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice

Position Purpose

The Scheduling Clerk is a key member of a central team providing flexible and responsive allocation of resources to meet clients' service needs, ensuring timely communication with clients, families, Support Workers and regional teams about changes to rosters or support staff.

Principal Duties

- Make contact with available Support Workers to fill unplanned vacant shifts (i.e. personal(sick) leave) to ensure continuity of support
- Make contact with clients to ensure effective communication about changes in shifts times or Support Workers
- Ensure that all planned vacant shifts i.e. resignations/maternity/annual leave have adequate coverage two weeks in advance of vacancy
- Assist with the review and authorisation of timesheets daily in preparation for payroll processing. Escalate timesheet anomalies to regional teams for approval/follow-up as required
- In collaboration with Scheduling Officers, create and manage roster templates to ensure clients and Support Workers have rosters four weeks in advance of service delivery
- Ensure rosters comply with Award provisions, that there is fair distribution of available shifts and provide for the welfare and wellbeing of employees
- Ensure shift allocations comply with contract requirements, minimum training/credentialing requirements and client preferences.
- Work towards Support Workers being rostered to their capacity

- Assist regional teams with establishing access to the rostering database and associated induction for new employees
- Liaise with Scheduling Officers & Coordinator in response to system, procedural or compliance issues
- Participate in data collection and generate timely and regular internal reports as required
- Collaborate with regional teams in identifying gaps/patterns in rostering to inform recruitment to meet client need
- Update and maintain the rostering / time recording system to ensure information remains current and relevant
- Assist with maintaining work instructions for the rostering system and processes, provide user support and conduct training sessions as required
- Create employee profiles and update qualifications as required
- Participate in the establishment and redesign of procedures and processes to improve the Scheduling/Rostering processes
- Assist colleagues to ensure a continuous service is provided by filling in when/where required

The responsibilities as specified above may be altered in accordance with the changing requirements of the position.

Core Competency/Capability

(NDS CSS 3)

These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework

Sector & organisation purpose & values

- Working knowledge of a human rights based approach to supporting a person with disability and the services provided, the individual and community context, and sector and organisation purpose and values. Applies the approach and values in own work.

Leadership & teamwork

- Works collaboratively with team members. Organises own workload. Checks own work and work of others, providing guidance to less experienced staff. Shares knowledge and information with team members. Able to work with minimal supervision, knowing when to escalate issues.

Communication

- Deals with non-routine enquiries. Uses effective listening skills and seeks, provides and/or shares information with people appropriately. Can adapt communication style to meet people's needs. Able to resolve conflict with assistance. Has a network of internal and external contacts relevant to the role. Deals with practical issues presenting and enlists a more experienced person as needed.

Customer relations

- Assists customers to address their needs and expectations. Has practical knowledge of supports and services available. Is flexible and suggests alternative service solutions, provides information or makes necessary referrals. Demonstrates confidentiality and awareness of diversity in relation to sensitive issues. Assists with building and maintaining positive relationships with stakeholders.

Personal accountability

- Adheres to organisation policies & procedures and all relevant government legislation and relevant standards. Follows detailed and precise work procedures. Evaluates own work to ensure quality and safety standards are met. In own work area makes agreed changes. Adopts a professional approach to own personal accountability. Maintains organisation's image and reputation.

Innovation

- Undertakes tasks using a resourceful and creative approach. Suggests changes to improve quality in own work and makes agreed changes. Able to address and mitigate risk in own work. Assists with review and/or development, implementation and improvement of specific work practices and procedures.

Skills & Experience

To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills

Academic or Professional Qualifications

- Minimum completion of Year 11, plus relevant previous Customer Service experience

Skills & Delivered Performance

- Demonstrated skills in effective communication and well developed interpersonal skills
- An ability to meet deadlines and prioritise tasks
- An ability to work as a part of a multi-disciplinary team
- Well-developed organisational and computer skills with a sound knowledge of Microsoft Office, Excel and a demonstrated ability to quickly learn relevant computer software packages
- Ability to maintain privacy and confidentiality when working with sensitive information
- Excellent customer service focus
- Affinity with non-profit organisations and respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

Special Requirements (Essential)

- Work flexible hours in conjunction with other resources within team to cover operational hours. This includes earlier starts and later finishes which will be worked on a rotational basis and as per organisational need.
- Have and maintain a current Australian Class 1 Drivers Licence for duration of employment
- Obtain and maintain DCSI (Child Related) clearance
- Participate annually in the performance appraisal process to establish performance objectives and KPI's ongoing
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure
- Work across multiple worksites and/or relocate to other worksites (within reason) as required
- Apply WHS legislation and organisational requirements to create and manage a safe work environment

Authority to Act

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

NDIS Code of Conduct

There are 7 minimum standards Community Living Australia and their workers must meet:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide support and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

Accepted and Approved

Employee			
Name:			
Signature:		Date:	

Scheduling Coordinator			
Name:			
Signature:		Date:	