

POSITION DESCRIPTION | Scheduling Officer

Division:	Lifestyle
Classification:	Social Community Home Care & Disability Services Industry Award 2010 (SCHADS). Community Services Worker Level 3
Direct Reporting to:	Quality Support Manager
Liaising With:	Employees of Myhorizon, service participants, parents/carers, external organisations and members of the general public

Primary Function:

Supporting the objectives of Lifestyle by working closely with Disability Support Professionals (DSP) and Leadership Team with job scheduling, allocate resources as per capacity assessment within g the Enrite Care Solutions Package and facilitating daily changes as per participant support/staff requests.

Duties:

1. Fulfill the classification requirements of the Community Services Worker Level 3; Social Community Home Care & Disability Services Industry (SCHADS) Award 2010 and any amendments thereof;
2. Responsible for responding to general enquiries to the organisation in a professional manner within Enrite Care Solutions Package timeframes.
3. Establish the service need from the general enquirer and provide organisational information as requested and direct to the appropriate division.
4. Confirm funding type if appropriate and refer to Intake and Transition Officer.
5. Explore possible cross organisational on sales opportunities, document and refer.
6. Assist any enquiries relating to NDIS pre-planning and transition by referring to Intake and Transition Officer.
7. Fulfill by scheduling Service Request based on need, eligibility and/or NDIS plan.
8. Assist Intake and Transition Officer to assess service and resource capacity against Service Request as required.
9. Schedule participant and resource matching requirements as per Service Request.
10. Ensure Service Request aligns with Service Agreement.
11. Schedule job as per Service Request and as directed by Service Relationships Officer.
12. Liaise with Service Relationships Officer, participant and/or nominee to schedule changes.
13. Provide back-up supports to nominated delegate as directed.
14. Responding to DSP's scheduling enquiries.
15. Participate in front line TICKIT on Demand reporting and adhere to organisational reporting requirements.
16. Respond positively and professionally to any feedback received by directing to the relevant person as per policy and procedure.
17. Participate in the development of and maintain level of competencies and key performance indicators as required for the position.
18. Actively participate in all Quality Assurance functions including continuous improvement activities, internal audits, policy development, and achievement of the organisation's quality objectives as detailed in the Quality Statement.

19. Exercise a duty of care to other employees, consumers, and members of the public by following all instructions in relation to Queensland Work Health & Safety ACT 2011 in Section 28: Duties of Workers while at work, a worker must – take reasonable care for his or her own health and safety; and take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Act; and co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.
20. Abide by the requirements of Myhorizon Quality, Health Safety & Environment Management System (QHSE) the Queensland Work Health and Safety Act (2011) and Regulations (2011), Codes of Practice and any amendments that may be legislated from time to time.
21. Participate in compulsory in-service training and other training as determined consistent with the organisations; Skills, Training and Development Policy.
22. Provide written and oral reports as requested, relevant to the position.
23. Maintain level of competencies and key performance indicators as required for the position.
24. Participate in performance review as required.
25. Operate within the organisation's budget allocations, financial controls and other requirements as outlined in the Staff Handbook, Quality Procedures, organizational policies and the Authority/ Reporting document relevant to the position.
26. Deliver services that are in accord with the Principles and Objectives of the Disability Services Act 2006, the Human Services Quality Framework (HSQF) and Key Performance Indicators and any amendments to the Act that may occur from time to time.
27. Operate in alignment with the stated Values Commitment of Myhorizon.
28. Contribute effectively as part of the team environment.
29. Communicate respectfully with the service participant, families, carers, and other employees of the organisation and members of the general public.

Qualifications/Licences:

Mandatory:

1. Significant demonstrated experience and skills in customer service orientated role or similar.
2. Ability to develop knowledge and expertise in working people with disabilities and their nominees.
3. Current open QLD Driver's Licence is preferred.
4. Eligibility for a Disability Blue Card / DS Positive Exemption Notice Card (should you currently not possess a card/notice, Myhorizon application will be made on the first day of your employment).
5. High level of accuracy in, computer skills, data entry, MS Office (Word, Outlook, Internet etc).

Skills, Knowledge and Attributes Required:

1. Sound knowledge of the Human Service Quality Framework (HSQF) and how they pertain to service participant focus as well as a demonstrated ability to lead their implementation in a day-to-day service delivery.
2. Demonstrates knowledge of relevant disability and the implications of this for effective service delivery.
3. Demonstrates knowledge of effective **scheduling** implementation and monitoring.
4. Well-developed oral and written communication skills.
5. Self-management – demonstrated ability to plan, prioritise and organise your workload in a way that contributes to successful **participant** outcomes.
6. A commitment to implementing the Service Participant Policies of the Lifestyle Services of Myhorizon.
7. High level of problem solving and decision making skills.

Key Performance Indicators:

1. Hold or attain skills and knowledge of Human Services Quality Framework (HSQF) and Key Performance Indicators to support all participants to meet individual goals and service delivery, by meeting service and audit requirements.
2. The requirements of enquiry and intake management as per Enrite Care Solutions Package.
3. Enrite Care Solutions Package timeframes as outlined in policy and procedures.
4. Attendance to all meetings as scheduled.
5. Participate in compulsory in-service training (ongoing IT training, coaching support and learning and development) and other training as determined & consistent with the organisation.
6. All service level reporting & documentation within timeframes.
7. Adherence to directives as requested by management and/or delegate including revised duties as per classification requirements of the Community Services Worker Level 4; (SCHADS) Award 2010.
8. Work harmoniously with Myhorizon staff and all stakeholders.
9. WHS requirements.

**Physical Requirements of the position:
(i.e. heat, lifting, sitting, driving etc.)**

1. Standing & sitting for up to 8 hours per day with periodic breaks
2. Driving and sitting in a vehicle for up to a 4 hour maximum between various locations
3. Manual handling as per Hazardous Manual Tasks Code of Practice 2011
4. Working in an air-conditioned office and or in the external environment
5. Ability to adapt and respond appropriately in changing situations or when under pressure

Acknowledgment:

I, _____ (print employees full name) have read and understand the requirements and contents of the position as outlined and agree to perform these duties to the standard required of the position as detailed.

Additionally I agree to immediately inform the person I directly report to and the CEO should any of my essential qualifications (mandatory requirements) lapse, including, but not restricted to my current driver's licence and positive blue card/DS positive exemption notice card.

I further agree to adhere to all company policies, including, but not restricted to current Motor Vehicle Use Agreements. I understand that by not adhering to these requirements I could be terminated from my position.

Employee Name _____ **Signed** _____

Division _____ **Date** _____

Myhorizon
Witness Name _____ **Signed** _____

Position Description Authorised by:

Manager Name _____ **Signed** _____

Division _____ **Date** _____

Reviewed Date: 17th May 2018

Distribution Instructions:

Original: Retain on Human Resources employee file

Copy: Given to Employee