

Scheduler

Position Title:	Scheduler
Reporting to:	Services Manager via Lead Scheduler
Location:	Flaxton
Status:	Permanent

The Organisation

Blackall Range Care Group Ltd. is a not-for-profit organisation that provides high quality aged care and disability services in the Sunshine Coast region. Services include:

- Personal care and domestic assistance
- Community Access
- Nursing and Allied Health care
- Day Centre
- Flexible Respite Options
- Home Maintenance and Home Modifications
- Transport
- Aids and Equipment

Functions of the Role

The Scheduler is to work collaboratively with fellow Schedulers to efficiently coordinate all care services for Blackall Range Care Group clients under the direction of the Services Manager.

Roles and Responsibilities

Organisation

- Works within the role and responsibilities for the position and complies with all organisational policies, regulations and standards, our values and the Code of Conduct.
- Maintains professional and technical knowledge by participating in training and development activities.
- Represents the organisation as the first point of contact via a range of communication methods.
- Contributes effectively to team effort by accomplishing related results as needed.
- Maintains a high level of professionalism at all times.

Duties and Tasks

- Liaises with the care services team, service delivery staff and administrative staff to ensure delivery of coordinated care to clients.
- Supports and manages all rostering of service delivery staff.
- Provides assistance to the care services team in relation to service scheduling.
- Ensures that the handling and storage of client information and records is in line with organisational standards, confidentiality and other organisational policy and commercial-in-confidence procedures.
- Utilises specialist TurnPoint software applications.
- Monitoring shared email inbox and dealing with incoming mail accordingly.

- Use of effective communication to provide a collaborative team environment and ensures all roles and responsibilities are covered daily.

Other

- Ensures a strong customer service focus through responsive, effective customer engagement.
- Contributes effectively to organisational events and activities and represents the organisation in a professional manner at internal and external events.
- Performs other related duties as assigned by the Admin & Scheduling Manager and ensures all deadlines are met.

Key Relationships

- Services Manager
- Lead Scheduler
- Scheduling Team
- Care Services Team
- Service Delivery Staff
- Clients and Stakeholders

Key Selection Criteria

- Minimum two years' experience in a similar role is desirable but not essential.
- Demonstrated high level of interpersonal skills and the ability to communicate effectively with a wide range of people.
- Confidence in dealing with the public and an excellent phone manner.
- Demonstrate a high level of skills in coordination and time management.
- Demonstrated understanding of the role of charitable organisations and in particular the aged care and disability sectors.
- Demonstrated written and verbal communication skills and the ability to be highly effective in the use of information technology.
- Ability to meet the requirements of Criminal History screening procedures.
- Driver's Licence required.