

<b>Position:</b>	<b>Home Care Package Scheduler</b>
<b>Classification:</b>	Social Community Home Care and Disability Services (SCHCADS) NSW Award, Level 3, Pay Point 1
<b>Hours:</b>	21 hours per week. Temporary Part Time Position to June 2022 (Mon, Wed, Fri)
<b>Responsible to:</b>	Home Care Coordinator

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This position description is not a comprehensive list of responsibilities or criteria. The position's incumbent will be aware that the position is to provide scheduling support to a dynamic organisation based upon growing community need and that outcomes and activities may change over the course of time.

### **Reporting & Organisational Context**

The Home Care Package (HCP) Scheduler is responsible to the Board of Directors of Canterbury City Community Centre (CCCC) through the Home Care Coordinator.

### **Position Objective**

The major function of this position is to provide scheduling support to Canterbury City Community Centre's Home Care Package Program.

### **Knowledge, Skills and Experience**

#### **Essential Criteria:**

- Relevant qualifications and/or experience in Office administration
- Computer skills, including Outlook, Word and entering data into a database
- Experience, qualifications and/or knowledge of the Aged Care sector and the issues facing frail, older people
- Exceptional organisational skills
- Well-developed communication skills
- Clear speaking voice and pleasant telephone manner
- Commitment to high standard customer service and the rights of consumers to receive good quality services
- Time management, ability to self-manage, problem solve, work with competing priorities to ensure a positive outcome for our clients
- Understanding of the Aged Care Quality Standards.

### **Desirable Criteria:**

- Cross cultural skills
- Understanding and experience in working with disadvantaged communities.

## **Principle Duties**

### **Planning and Evaluation**

- Ability to plan ahead and around variables.

### **Effective workplace relationships**

- Maintain effective working relationships with Centre staff
- Establish and maintain effective working relationships with multiple external stakeholders
- Attend HCP team meetings and Centre staff meetings.

### **HCP Scheduling**

- To complete the weekly rosters for Care Staff and enter into e-tools calendar / database
- Responding to HCP enquiries via telephone
- Liaise with clients re their scheduling requirements
- Ongoing liaison with staff re their availability
- To reschedule on short notice as required
- Email / Phone or SMS staff confirming their weekly appointment, re any upcoming training or other information / updates as required
- Arrange brokerage of other services for clients e.g. household clean-ups and coordinate with client and other stakeholders as appropriate
- Research information re other services and resources as appropriate
- Liaise with other services as required
- Contribute to client notes and escalate clients concerns with the Care Manager as appropriate
- Other duties as directed.

### **WH and S**

- To participate in providing a safe working environment for staff.

### **Other**

- Adhere to the Centre's Code of Behaviour and Policies and Procedures as contained within the Centre's Policy & Procedure manual.

X

Employee's Signature

X

Date

X

Employee's Name

X

CEO's Signature

X

Date

X

CEO's Name