



Position: Home Care Scheduler and Administration Officer

Classification: Social Community Home Care and Disability Services (SCHCADS)
NSW Award, Level 3

Hours: 21 hours per week. Part Time Position to June 2024

Responsible to: Home Care Program Coordinator

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 administrative and scheduling support to 4cs Home Care Package and Personal Care service. As community needs change, the outcomes and activities of the position may change over the course of time.

Reporting & Organisational Context

The Home Care Scheduler and Administrator is responsible to the Board of Directors of Canterbury City Community Centre (4cs) through the Home Care Program Coordinator.

Position Objective

The major function of this position is to provide scheduling and administrative support to Canterbury City Community Centre's Personal Care and Home Care Package Programs through monitoring and maintaining accurate data and records on eTools and liaising with care workers and clients.

Knowledge, Skills and Experience

Essential Criteria:

- Relevant qualifications and/or experience in Office administration and data entry.
- Computer skills, including Outlook, Word, Excel and entering data into a database
- Exceptional organizational skills
- Well developed communication skills

- Clear speaking voice and pleasant telephone manner
- Experience, qualifications and/or knowledge of the community sector
- 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 clients.

Desirable Criteria:

- Cross cultural skills and ability to understand and deliver services to special needs groups
- Understanding and experience in working with disadvantaged communities.
- Understanding of the Aged Care Quality and Safety Standards

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

Scheduling

- Roster Community Care workers and resources into the eSRM as per yearly Care Plans to ensure calendar is populated in advance with regular shifts for workers
- Roster care workers in compliance with requirements under the SCHADS Award (broken shifts and 2 hour minimum engagement)
- Contact clients/carers to schedule and confirm regular appointments for care workers for Personal Care or HCP services in response to Care Plan requirements
- Ongoing liaison with staff by phone to ensure availability and specific instructions are noted.
- Monitor rosters to assist with fortnightly pays. Mark shift as completed, ensure Overhead time/kms and Inservice time/Kms are correct, alert Home Care Program

Coordinator/Home Care Case Coordinator of any feedback notes from workers and one off shifts are charged correctly

- Maintain integrity of eTools data for subsequent invoicing, statements, quarterly financial reporting and payroll processes to support the Home Care Program Coordinator
- Confirm one off or irregular appointments with clients/carers a week in advance
- Reschedule on short notice as required
- Contact Care workers by Email, Teams message, SMS or phone to identify and confirm any changes to weekly roster, availability and any upcoming training/meetings

Administration

- Enter all relevant information and data on clients, contractors and staff into eTools database
- Update and maintain Supplier and Contractor Sharepoint and eTools database ensuring all relevant required certificates of currency and other documentation is up to date
- Provide administrative support to program staff as needed, including issuing correspondence (such as cab charge), updating client notes and feedback.
- Monitor booking system for equipment owned by the Centre (car and wheelchair)
- Monitor, maintain and distribute supplies of PPE to Care workers

Customer Service

- Respond to HCP/Personal Care enquiries by phone or message on Teams for follow up by the team
- Liaise with clients regarding scheduling requirements and any changes
- Ongoing liaison with care workers to ensure specific instructions to support clients are implemented

Risk Management

- 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 and Procedures manual.
- On call duties as rostered
- Other duties as directed by the organisation.

X

Employee's Signature

X

Date

X

Employee's Name

X

CEO's Signature

X

Date

X

CEO's Name

