

Position Description



Job title	Scheduling Officer
Department	Individualised Services
Reports to	Operations Lead (North, Central, South, Great Southern)
Date prepared/reviewed	June 2020
Location	Various
Position Details	Permanent Full Time

Our purpose is to inspire people, enliven communities and confront injustice. We address the causes of vulnerability and disadvantage, stand for a just society and support individuals and communities to be valued and connected.

Position Objective

Brief summary of position's purpose

The purpose of this role is to provide support to service delivery teams by providing scheduling services, forging relationships with relevant stakeholders, assisting with intake and plan reviews, quoting, invoicing, maintaining data bases, assisting with reports and other administrative duties that ensure timely and quality services are provided to the people we support.

Values and Associated Behaviours

Uniting's Values and Behaviours which inform the job holder's decisions and actions.

Imaginative – We challenge convention, explore new possibilities and dare to dream for a better future

Respectful – We act with honesty and integrity, and open our hearts to all people without exception

Compassionate – We are nurturing, generous and thoughtful in our words and deeds

Bold – We face injustice head on and stand up for what is right and true with confidence and strength.

Additionally, the role will:

- Respectfully work within the Christian ethos of the Uniting Church
- Works in a way that is consistent with Uniting WA's leadership expectations
- Operate ethically and enhance the integrity of the organisation.

Key Responsibilities

These represent the key outputs of the job, the job's deliverables. They are not specific activities in themselves. These form the basis of the objectives and measurements set for the job holder under the Uniting Performance Management System annually.

- Participants and support workers (and others as required) are aware when and where appointments are taking place, who they are meeting, and any other important information about the service being provided
- The rostering of staff/resources is managed effectively and efficiently, and processes and systems are optimised
- Client information management systems are accurately maintained, and work records are accessible, reliable and suitably stored/circulated
- Necessary documentation is completed in a timely manner, allowing the delivery of quality services to continue unimpeded
- Participants receive the expected quality and quantity of service, hours and type/s of support, and these are appropriately recorded and reported
- The rostering system is administered correctly to ensure staff are paid correctly and on time
- Service delivery has the information required to suitably staff the team, deliver individualised funding plans and complete comprehensive reports
- Efficient and effective administrative services are provided to enable the team to deliver high quality outcomes to internal and external stakeholders
- All new and existing relationships are nurtured and deliver mutually beneficial outcomes
- Under the guidance of the Operations Lead, and in collaboration with the team:
 - Participants experience the commencement of service positively and are responded to within reasonable timeframes through an efficient and monitored process
 - Assessments are undertaken professionally, with respect to the person's unique circumstances, history and experiences, and participants receive services appropriate to their requests
 - Enquiries from internal and external stakeholders are responded to within suitable timeframes and informed of available services
 - All new and existing relationships are nurtured and deliver mutually beneficial outcomes
 - Continuous improvement plans are developed and implemented

Standard Key Responsibilities (for all Uniting staff)

- To operate within delegated authority and comply with legal, regulatory obligations and requirements of our internal policies and procedures
- Identify and deal (manage and monitor) with risks associated with Uniting
- Compliance with the values and associated behaviours of Uniting
- Compliance with the policies and procedures of Uniting including statutory policies
- Completion of any training and associated assessments identified as a requirement of the position.

Competencies

The knowledge and soft skill requirements necessary for this position.

- An ability to seek and analyse information, and take initiative in order to avoid problems and create opportunities for continuous improvement
- A genuine intention to work collaboratively with others, to resolve conflict and be part of a high performing team
- Well-developed verbal and written communication skills and the ability to work with a vast range of stakeholders in a variety of situations.
- Demonstrated ability to manage own schedule, meet tight deadlines and work under pressure in an ever evolving environment
- Positive attitude toward people that identify with having a disability and / or mental health issues.

Qualifications

Education, experience and technical skills required for this position.

- Exceptional administration and interpersonal skills
- Rostering experience (desirable)
- Strong ITC skills including use of MS Office Suite
- National Police Clearance
- Current Western Australian Driver's Licence.

Additional Information

Any additional information that would be helpful to someone trying to understand the nature or purpose of the position.

This role will be required to engage with the following parties:

- Potential referrers
- New and existing participants
- Business associations, organisations and partner agencies.