



## Position Description

### Scheduling & Rostering Officer – Aged Care

<b>Position Title</b>	Scheduling & Rostering Officer – Aged Care
<b>Location</b>	Maroochydore; travel may be required across NCACCH service region/s
<b>Employment Status</b>	Part-time; up to 30 hours per week
<b>Position Report To</b>	General Manager – Strategy and Service Development
<b>Position Responsible for</b>	Nil
<b>Remuneration</b>	Dependent on qualifications & experience Salary sacrifice entitlement available for full time status Employer contribution to superannuation (12.75%)

#### NCACCH Background Statement

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, community-controlled health corporation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service, NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals
- Encouraging choice for Aboriginal and Torres Strait Islander community members and their families. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide “Closing the Gap” health status improvement initiatives

***Our Vision: To improve the health and wellbeing of our community through the provision of culturally safe, responsive and inclusive services.***

### **Purpose of the Position**

The NCACCH Scheduling & Rostering Officer – Aged Care is part of the of the Community Health Services team and reports to the Manager – Community and Programs and at times, takes direction from the Project Manager – Aged Care Services.

The NCACCH Scheduling & Rostering Officer – Aged Care is responsible for managing a proficient and timely allocation of scheduling of services and rostering of resources to meet the needs of local Elders, older Aboriginal and Torres Strait Islander people and their families across all aged care service delivery areas. This role will work closely with the Aged Care Team to assist clients to ensure aged care service requests are provided in alignment with the individual care plan. This role also supports the maintenance of service partnerships, both internally and externally, while supporting continuity of care across the service continuum which aims to meet and/or exceed the individualised needs of clients and their families.

The NCACCH Scheduling/ & Rostering Officer – Aged Care is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCH's values and Code of Conduct. In addition, this position will focus on ensuring the efficiency and effectiveness of the organisation's service delivery. They will support continuous improvement through encouraging innovation and best practice, within NCACCH's current quality management systems.

### **Selection Criteria**

#### **Essential:**

- Demonstrated experience working in aged care, disability and/or community environment
- Sound knowledge and understanding of aged care Client Rights, Aged Care Accreditation Standards and Outcomes
- Sound knowledge and understanding of the SCHADS Award and company policies to main a high standard of care
- Demonstrated experience scheduling or rostering, ideally withing the aged care sector
- Demonstrated ability to communicate, engage and actively contribute to a positive team environment
- Highly organised with the ability to remain calm in high pressured situations, work under pressure and meet deadlines.
- Demonstrated ability to work with, communicate & engage effectively with Aboriginal and Torres Strait Islander peoples, communities and their leaders, respecting traditional culture, values and approaches to business operations
- Excellent communication, interpersonal skills and experience building & maintaining strong working relationships with a range of internal and external stakeholders
- Demonstrated administrative skills with experience working with a range of systems & applications and the aptitude and willingness to learn other relevant programs as required

***Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply***

**Desirable:**

- Demonstrated experience using Sandwai software will be highly regarded
- Demonstrated understanding of the principles of person-centred care and trauma-informed practice
- Experience working within an Aboriginal Community Controlled Health Organisation (ACCHO) or similar
- Positive relationships with the local Aboriginal and/or Torres Strait Islander community, including network connections across aged care providers, mainstream supports and community sector
- Knowledge of local, state, and national health policies, resources, and organisations.
- Understanding of the social determinants of health and how these impact on health behaviours specific to Aboriginal and Torres Strait Islander peoples

**Mandatory Qualifications/ Professional Registrations and Licences**

- Qualification in Aged Care, Disability Services, Business Administration, Community Development, or related field highly desirable
- Current C Class Drivers Licence (QLD)
- Current Suitability 'Blue Card' for working with children and young people
- First Aid Certificate
- Satisfactory Police Check – no Serious/Criminal/Court Record (if requested)

**General Role Requirements**

- Work out of normal hours of duty, including some weekends, will be required
- Travel across the region will be required

**Mandatory Vaccinations**

- Full vaccination against COVID-19 as per NCACCH policy. Evidence that is required for this includes myGov record or immunisation history statement.

## **Position Responsibilities**

### **Scheduling / Rostering**

- Develop and manage care schedules that promote healthy ageing by optimising staff availability and ensuring clients receive timely care
- Handle last-minute scheduling changes with flexibility and ensure vacant shifts are filled in a timely manner and in such a way as to ensure minimum disruption to clients and ensure maximum cost effectiveness to the organisation
- Ensure that all schedules and roster templates align with the relevant award and company policies, whilst maintaining high standards of care
- Ensure the fair and equitable distribution of shifts, adhering to the restrictions on active hours and the minimum rest periods as detailed in the Award and Enterprise Agreement
- Ensure efficient and effective matching of workforce with service contract obligations, specific skill requirements and clients' needs and preferences, liaising with appropriate teams as required
- Ensure hours worked by employees are monitored to ensure compliance with industrial relation obligations
- Providing on-call coverage for after-hours roster as needed
- Forecast future shortfalls and identify gaps in rosters
- Escalate any staff or client trends and deficiencies and operations

### **Administration**

- Respond to incoming enquiries via phone, website, email and in person, relating to clients, services and scheduling
- Collaborate with both internal and external stakeholders to address and resolve issues
- Ensure updated records are kept and maintained and accurate data entry is made into the rostering system and as per the requirements and to meet business and payroll deadlines
- Review and authorise timesheets daily in preparation for payroll processing. Escalate timesheet anomalies to General Manager – Corporate Services for approval/follow-up as required
- Monitor daily resolution of clocking/shift exceptions and reimbursements claimed (including travel)
- Ensure hours worked by employees are monitored to ensure compliance with industrial relation obligations
- Complete updates to the organisational structure within the time recording system / client management system (including new positions, departments and regions) ensuring coding is accurate
- Report on an on-going basis any rostering breaches/non-conformances in relation to Award and Enterprise or any other agreements, to the General Manager – Strategy and Service Development
- Oversee the process of leave requests and approvals; liaising with relevant teams to ensure adequate staffing coverage

### **In Home Support**

- Where required, provide direct, in-home care services to clients including domestic assistance, social support, and transport
- Where required, provide personal care services according to each client's documented Care Plans such as group social support, bathing, showering, grooming, nutrition, and oral hygiene
- Establish and maintain respectful relationships with clients and their families
- Where required, provide day to day practical support for clients in their home and the community by; reliably following a roster of scheduled appointments to deliver services to a variety of clients and engage meaningfully with clients and their families while providing services as a trusted individual allowed into their personal space
- Maintaining accurate, high quality, timely record keeping via the use of digital apps
- Identifying changes in client capabilities and proactively referring them for review when their Care Plan may require updating
- Participate in activities relating to incident reporting, client feedback and Continuous Quality Improvement initiatives
- As directed, liaise with elderly clients to encourage participation and engagement in home support and respite activities
- Identify any barriers and issues and raise directly with the Team Leader/Manager as appropriate
- Strictly maintain client confidentiality and privacy
- Follow procedures and practices to work to the Aged Care Quality and Safety Standards
- Engage with My Aged Care and local assessment staff

### **Education and Promotion of Health Literacy**

- Provide education for patients and families on the roles of various providers involved in their care, reasons for referral and importance of follow-up care
- Support patients and families with information, resources and advice in response to specific requests and/or identified need
- Working closely with the Clinical Services and Community Health Services to identify opportunities for individual, family and community education to build knowledge about wellbeing including healthy life choices, risk factors, chronic conditions, breadth and availability of health care and related services

### **Service Development and Improvement**

- Actively participate in regular staff meetings, continuous quality improvement meetings and activities as required
- Identify opportunities, attend and contribute to local and regional service development and quality improvement forums as required
- Analysis and identification of quality improvement opportunities from direct input, feedback from patients, families and community, as well as information drawn from the electronic Patient Information Management System

**Relationship Management**

- Foster productive working relationships with other NCACCH staff to enable the delivery of seamless support services
- Actively foster productive working relationships with local networks, government departments, other service providers and suppliers to promote NCACCH and remain abreast of emerging issues
- Encourage cross-functional collaboration to achieve the best outcome for the organisation and community

**Information Management**

- Undertake reporting activities together with other relevant documentation within the scope of your role
- Maintain the information flow that supports reliable data and documentation in your area of responsibility
- Participate in business planning processes, policy and procedure formulation and improvement within your area of responsibility

**Excellence:**

- Seek to understand your role in the larger organisation context
- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance
- Deliver a high level of customer service, including the timely provision of agreed services to patients and other key stakeholders where applicable
- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check- ins and review processes
- Contribute to effective team performance which ensures NCACCH continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards

**Safety:**

- Report any work-related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as required
- Participate in rehabilitation process if injured or ill due to work
- Demonstrate leadership in NCACCH Work Health Safety goals and objectives remaining compliant with WHS Legislation and NCACCH policies and procedures
- Carry out your duties safely in accordance with your ability and competence

**Legal Obligation:**

- All relevant health professionals who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety.

Other duties consistent with the position where required and/or requested by your Manager. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence and training at any time.

**Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.**

**NCACCH reserves the right to vary the Position Description.**