

POSITION DESCRIPTION



Position Title:	Scheduler
Award:	Hobart District Nursing Service Inc. Non-Nursing Agreement 2014
Classification:	Level IV – V
Reporting to:	Director of Community Services
Date Approved:	
Approved By:	Chief Executive

ORGANISATIONAL PURPOSE

The District Nurses has been delivering in home community health care to Tasmanians for over 120 years maintaining a primary healthcare focus in all our services.

We are a not for profit, charitable organisation that is not affiliated with any residential age care service or religious organisation.

Our Purpose “Committed to Care” reflects our overarching intent which is to provide the right care to the right client at the right time in a manner which is consultative and inclusive of all our clients, their families and carers.

Our services utilise a wellness approach which builds on the strengths and capacities, abilities and goals of clients and places emphasis on the supports necessary to regain or retain these abilities.

Our services aim to maximise client independence and autonomy and also maintain or improve health and wellbeing.

The District Nurses (TDN) deliver services through the Commonwealth Home Support Program (CHSP) and Home Care Packages Program (HCP), the Home and Community Care Program (HACC), The Department of Veterans Affairs (DVA) Nursing and Home Care, The NDIS program, and a number of private brokerage contracts.

OUR VISIONS AND VALUES

Our vision is to be Tasmania’s most trusted community healthcare provider

We adhere to the following values in our day to day operations:

- Commitment
- Equality
- Trust

- Versatility
- Excellence
- Transparency

POSITION OBJECTIVES

To operate as an effective member of the Scheduling Team.

COMMON RESPONSIBILITIES

- To schedule and coordinate all client visits in the Client Management System (CMS)
- To organise groups of clients, shifts and employee bookings in the Client Management System
- Creating service visits
- Record client feedback, inquires, incidents & complaints and respond as required, escalate to relevant team member
- Reallocating of work allocations to guide prioritised visits and meet consumer expectation of planned visit time
- Communication of updates- advising clients of appointments change, employee name, time of service and changes to schedule
- Co-ordinate, manage and resolve enquiries, including escalation of issues to relevant manager
- Provide advocacy and support for clients and their families

KEY PERFORMANCE INDICATORS

- To support the Scheduling Team to meet the team-based scheduling efficiency KPI's
- Solid understanding of the programs TDN offer ie. CHSP & CHSP Nursing, HCP, STRC, private services
- Total gap as a % of shift duration not to be scheduled in a manner which creates inefficiencies
- Zero occurrences of negative 'gap' values (as this indicates an invalid schedule)
- All schedules to be valid and published to the employees by COB the night prior
- All clients are contacted by phone regarding cancellation of visits / change of time of more than 20 minutes and / or change of worker prior to the originally scheduled visit time
- Total travel as a % of shift duration not to be scheduled in a manner which creates inefficiencies
- All schedules to be industrially compliant (eg. meal breaks)
- Ensure all discharges are completed including removal from the MAC if appropriate
- Ensure all data entry is complete and accurate in accordance to appropriate funder

KEY BEHAVIOUR REQUIREMENTS

All TDN employees must abide by the TDN *Code of Conduct*. In addition to this, employees will undertake their duties in a manner that supports the Organisation's mission and values through demonstrating:

- **Integrity:** Honesty, open and transparent, admit mistakes, maintain confidentiality, fairness, builds trust
- **Compassion:** Empathy, sensitivity, concern for others, interacts with dignity, tolerance, anticipates needs
- **Accountability:** understands roles, uses resources wisely, delivers on time, timely decision making, achieves goals, takes responsibility for performance
- **Respect:** Builds relationships, courteous, listens and understands, gives and receives, provides feedback, sensitivity and understanding, values difference and individual worth

- **Excellence:** supports creativity and innovation, proactive and solution focused, seeks out opportunities, embraces quality improvement, professionalism.

ORGANISATIONAL RELATIONSHIPS

Reports to: Scheduling and Analytics Officer

ESSENTIAL REQUIREMENTS

Evidence of the following must be provided prior to appoint to the position:

- National Police Conviction Check
- Pre-employment Medical
- Current Australian drivers license

SELECTION CRITERIA

- Understanding of the principles of Consumer Directed Care within the current healthcare environment
- Previous experience in service co-ordination, scheduling or rostering
- Demonstrated excellent interpersonal and communication skills
- Demonstrated computer skills in a variety of systems with demonstrated accuracy
- Demonstrated ability to develop, maintain and appropriately conduct professional relationships with clients and key service providers.
- Demonstrated ability to meet deadlines and prioritise workload in a high demand environment.
- Ability to work autonomously and as a member of a team.
- Demonstrated high degree of analytical thinking.

WORKING ENVIRONMENT

TDN is committed to providing the highest levels of healthcare and services, and values equity and diversity with a zero tolerance policy on discrimination. We also value initiative, flexibility, creativity, teamwork, our code of conduct, workplace health and safety, performance management and development and the capacity to make a difference.

TDN is a smoke free environment with smoking also prohibited in our vehicles.

PHYSICAL REQUIREMENTS OF THE POSITION

Applicants must successfully complete an Occupational Health Assessment prior to commencing employment at The District Nurses. Employees have an obligation to report any deviation from the assessed results during the course of their employment. Inability to functionally perform the duties as stated in this position description may result in termination of employment.

The functional requirements of this position include:

Condition/Activity	constant	frequent	occasional	N/A
Manual handling – weights above 10kg			X	
Manual handling – weights below 10kg			X	
Manual handling frequency			X	
Repetitive manual work			X	
Working with arms above head				X
Lifting above shoulder height				X
Using hand tools – (powered)				X
Wearing hearing protection				X
Wearing eye protection			x	
Wearing gloves (personal protective)			X	
Working in wet/slippery conditions				X
Working with chemicals/solvent/detergents				X
Washing hands with soap			X	
Working in confined places				X
Performing clerical/administrative duties	X			
Working on a keyboard	X			
Driving fleet vehicles (manual and automatic)			X	
Driving on suburban and rural roads, highways (sealed and unsealed roads)			X	
Driving at night				X
Wearing polyester clothing				X
Exposure to animals			X	
Exposure to environments whereby people have been smoking			X	

DECLARATION

In signing this declaration I acknowledge that I, _____
Have been advised of the requirements and conditions of this appointment based on this Position Description.

Signed: _____ Date : _____
Employee

Signed: _____ Date: _____
(Director)