

POSITION DESCRIPTION



Position Title:	Administration & Scheduling Officer
Award:	Hobart District Nursing Service Inc. Non-Nursing Agreement 2020
Classification:	Level 9 – Support Services Employees Administration HPSS
Reporting to:	Chief Financial Officer
Date Approved:	January 2021
Approved By:	Chief Executive Officer
Version:	PD.AHR.001_2021-01-06_FINAL

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 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, and a number of private brokerage contracts.

OUR VISIONS AND VALUES

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

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

- Commitment
- Equality
- Trust
- Versatility
- Excellence
- Transparency

POSITION OBJECTIVES

To provide high-quality front-line reception, administration and scheduling services to our consumers and staff to enable excellence in consumer centered care, utilising a care and service model that facilitates the efficient and effective use of human, financial and other resources.

COMMON RESPONSIBILITIES

- Provide a front-line reception service ensuring prompt, sensitive and confidential handling of enquiries
- Administrative support to senior management as directed by Supervisor
- Other administration and support tasks delegated to the administration team
- General cover of the administration team
- To schedule and coordinate all client visits in the Client Management System (CMS)
- To work within and meet Key Performance Indicator targets for a scheduler
- 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
- Any other duties as directed

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: Chief Financial Officer

Direct Reports: Nil

ESSENTIAL REQUIREMENTS

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

- Minimum Cert III in Individual Support (formerly Cert III in Aged Care)
- National Police Conviction Check
- Work with Vulnerable People registration (Employment/Volunteer registration)
- Pre-employment Medical
- Current Australian driver's license

*In addition, evidence of annual flu vaccination

SELECTION CRITERIA

- Demonstrated excellent phone and face to face communication and interpersonal skills including the ability to relate to clients in a sensitive manner
- Demonstrated experience working as an administration officer and/or scheduler
- Understanding of the principles of Consumer Directed Care and previous experience in community care and service delivery to a broad range of consumers
- Ability to respond appropriately to changing care and service needs of consumers
- Demonstrated computer skills in a variety of systems with demonstrated accuracy and ability to format
- Demonstrated ability to meet deadlines and prioritise workload in a high demand environment
- Ability to work autonomously and as a member of a team

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.

