

POSITION DESCRIPTION

POSITION DETAILS

Position Title:	Scheduler		
Agreement:	The District Nursing Service Non-Nursing Agreement 2020		
Approved By:	Chief Executive Officer Justine Barwick	Approved Date:	21 st December 2022

THE DISTRICT NURSES PURPOSE AND VALUES

Purpose

- Committed to care
- Tasmania's most trusted community healthcare provider

The following values guide the day-to-day operations and future planning of The District Nurses;

- **Commitment** – We are committed to inclusive service provision that ensures equitable access and quality outcomes for all.
- **Equality** – We respect the rights of all.
- **Trust** – We are recognised for our reliability and the highest standards of care.
- **Versatility** – We are responsive to our customers' needs, rights, and choices.
- **Excellence** – We strive to perform to the highest standards and deliver the best services
- **Transparency** – We are always open to scrutiny and are professional, safe, ethical, and honest.

POSITION OBJECTIVE

Ensure the right staff are rostered at the right time to deliver services to consumers in their home.

POSITION RESPONSIBILITIES

Key Work Activities	Work Performance Requirements
Allocation of services (Day to day scheduling)	<ul style="list-style-type: none"> • Schedule and coordinate effective rostering by matching the right skilled member of staff to consumers to meet individual care plans within The District Nurses (TDN) Client Management System (CMS). • Ensure staff are allocated duties in accordance with their availability, contract of employment and TDN's enterprise agreements and legislation.
Creation of New Schedules	<ul style="list-style-type: none"> • Respond to new referrals promptly. • Ensure all scheduling requests are efficiently and effectively created in consultation with the Scheduling team members and relevant stakeholders. • Enter data accurately into the CMS.
Stakeholder Management	<ul style="list-style-type: none"> • Promote a positive and professional image of the organisation to internal and external stakeholders, ensuring exemplary customer service. • Exercise a high degree of sensitivity and confidentiality in supporting internal and external stakeholders, ensuring consumers are treated with dignity and respect.

	<ul style="list-style-type: none"> • Work collaboratively with other Team members and contribute to the development and operation of an efficient & effective Scheduling and Intake Service. • Respond and resolve any enquiries in a timely and professional manner.
Adjustment of Schedules	<ul style="list-style-type: none"> • Schedule planned leave and coordinate replacement staff for planned and unplanned absences. • Communicate changes with a range of internal and external stakeholders.
Continuous Quality Improvement	<ul style="list-style-type: none"> • Report any incidents/hazards and near misses identified and correct any minor hazards. • Actively contribute to the development of a culture consistent with the values of TDN.
Other Duties	<ul style="list-style-type: none"> • Attend and participate in training as required. • Any other duties as required by Management.

ORGANISATIONAL RELATIONSHIPS

Reports To:	Executive Manager Clinical and Client Services
Supervises:	Nil Reports
Key Working Relationships with:	Case Mangers, Team Leaders, Nurses and Community Support Workers.

QUALIFICATIONS AND COMPETENCIES

ESSENTIAL REQUIREMENTS:	<ul style="list-style-type: none"> • National Police Check • Working with Vulnerable Persons Check
DESIRABLE REQUIREMENTS:	<ul style="list-style-type: none"> • Certificate III in Business Administration would be advantageous.

SELECTION CRITERIA

1. Ability to work effectively within a team as well as autonomously to ensure resources meet consumer demand.
2. High attention to detail to produce a high-quality standard of work
3. The ability to solve problems efficiently when dealing with shift allocation scenarios within a fast paced and changing environment.
4. Experience in managing multiple consumer enquiries and prioritising competing priorities within established policies, guidelines and procedures.
5. Demonstrated developed administrative skills and possesses comprehensive computer skills.
6. Sound time management and a calm, confident communication style
7. Possesses well developed communication and interpersonal skills.

PHYSICAL REQUIREMENTS

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 as you may be deemed unfit for duty.

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/slippy 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

EMPLOYEE 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.

Signature

Date

MANAGER COMPLETION

Signature

Date

Name

Position