

Scheduling and Planning Coordinator

Position Description

Effective: 07 July 2022

Bobby Goldsmith

Foundation

Position Title:	Scheduling & Planning Coordinator
Reports to:	Community Support Program Manager
Authorised by and date:	CEO, July 2022
Classification level:	SCHCADS Award, Level 4
Roles reporting to this one:	N/A
Appointment Status:	Full time being 76 hours per fortnight
Position Purpose	<p>The Scheduling & Planning Coordinator is a key member of BGF's Community Support Program team. The Community Support Program is one of the five major service streams of the Client Services division.</p> <p>The position exists to ensure the optimal allocation of BGF resources (Community Support Workers etc.) when coordinating the care needs of BGF clients, thus ensuring the optimal delivery of support services to meet client needs.</p>
Key Responsibilities	<p>The Scheduling & Planning Coordinator has responsibility for:</p> <ul style="list-style-type: none"> • Roster Management • Administration • Team Support • Operations
Roster Management	<ul style="list-style-type: none"> • Administer staff roster to enable an effective balance that achieves staffing optimisation, client and staff satisfaction, and cost-efficient service delivery. • Ensure BGF's client database (Lumary, a Salesforce platform) and Skedulo (BGF's rostering and scheduling application) are maintained and updated, and report issues to the relevant IT support. • Create NDIS service agreements in Lumary and to ensure that client funding will cover the services planned in the schedule of supports. • Undertake administrative activities related to managing the roster such as client preferences, staff details and staff availabilities. • Ensure the roster is completed and available to staff in a timely manner meeting industry Award and BGF policies and procedures. • In conjunction with the Community Support Program Manager, coordinate planned and unplanned leave of support workers. • Identify any foreseeable capacity gaps in discussions with the Care Coordinator and report them to the Community Support Program Manager. • Update jobs and job allocations in the roster every time a client requests changes in their regular pattern of services or when requested by the Care Coordinator. • Liaise with staff regarding changes and updates to the roster. • Ensure that job cancellations and amendments in staff shifts are notified as per industry award and BGF policies and procedures

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<p>Team Supports</p>	<ul style="list-style-type: none"> • Work closely with the Care Coordinator and the rest of the multidisciplinary team to ensure client support and outcomes. • Collaborate with the Care Coordinator to match clients with their most suitable workers. • Record every client interaction and communication in BGF's database. • Ensure that client records are updated promptly and made accessible for BGF staff. • Visit clients with the Care Coordinator or BGF staff as directed by management. • Support the Care Coordinator and the team in a client emergency to ensure continuity of care. • Allocate company cars to staff members and monitor correct use of company resources.
<p>Operations</p>	<ul style="list-style-type: none"> • Notify the Community Support Program Manager of issues, incidents, complaints and feedback in line of BGF policies and procedures • Assist with the generation of reporting as directed by management. • Participate in monitoring processes related to quality and compliance as directed by management. • Adhere to and comply with all BGF policies, processes and procedures. • Respond to client requests as per NDIS and BGF policies and processes. • Provide onboarding support to new staff members, students or volunteers as required. • Participate in the Out of Hours on-call roster. • Cover Reception duties while Receptionist is on leave or as requested by management. • Perform adhoc tasks as directed by management.
<p>Person Specifications</p>	
<p>Qualifications/Requirements</p>	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Tertiary qualification in a relevant field or relevant experience complemented by in-service training • First Aid certificate and CPR • NDIS Worker check clearance • Valid, clean state drivers' licence • COVID-19 vaccination certificate issued by the Australian Government (Due to the public funding arrangement we

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	<p>require all employees' vaccination status to be 'up-to-date' including booster shot)</p> <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Own car with comprehensive insurance
Skills/Knowledge	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Strong client liaison skills • A sound working knowledge of existing services in the fields of HIV, disability, mental health and government subsidies • Advanced skills in negotiating beneficial outcomes • Strong interpersonal relationship skills • High-level computing expertise in Microsoft Office 365 applications and CRM and scheduling support platforms • Developed problem-solving skills • Attention to detail • Communication skills – clear articulation both in the written and spoken word <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Presentation skills
Experience	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Experience in rostering/scheduling/ workforce planning. • Experience in customer service and coordination of services. • Understanding of award requirements and how they impact service delivery. • Understanding of the NDIS, person centred practices and participant goals/outcomes. • Experience in providing advice and feedback. • Experience working with people with HIV and/or in the disability and age care sector
Personal Attributes	<ul style="list-style-type: none"> • Personal values strongly align with BGF's values • Strong ethical/moral compass • Leadership & Proactiveness - being held fully accountable for your performance and your output • Can do' positive attitude and fully support the organisational change • Highly organised and efficient • Ability to communicate complex information clearly and effectively • Problem solver • Experienced decision maker • Team oriented and highly collaborative. • Focused and deadline driven when required to work independently
Package	<ul style="list-style-type: none"> • Tenured role • Salary level 4 - SCHCADS Award depending on skills knowledge and experience. • Hybrid working arrangement (to be agreed with the line manager) • Compulsory superannuation contributions required by law

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	<ul style="list-style-type: none">• Salary packaging available• 76 hour working fortnight (1.0 FTE)• 20 days annual leave p.a. with 17.5% leave loading• 6 month probationary period• Mobile phone provided• Laptop provided• Based in Surry Hills, Sydney, NSW
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