



Position description Home Care Scheduling Assistant

Position details:

Position title:	Home Care Scheduling Assistant	Reports to:	Scheduling and Service Delivery Manager
Department/Division:	Community Care	Direct reports:	Nil

Position outline:

The Home Care Scheduling Assistant works within the Community Care administration team and is responsible for assisting with managing the Home Care office and business systems used in our Community Care programs.

The primary role for the Home Care Scheduling Assistant is scheduling Home Care client visits, at a time preferable to the client, with their preferred care worker. They will also provide office administration and support services and are the first point of contact for Community clients, families, friends, and others interested in Goodwin services. This position provides a “welcoming face” to all.

Key responsibilities:

- General reception and telephone services.
- Manage the admission and discharging of Home Care clients into Home Care Manager (rostering) and Epicor (Finance) systems.
- Maintain efficient and effective rosters to maximise productivity and address client preferred timeframes and care worker choice.
- Process fortnightly payroll and associated approved leave.
- Office support, including mail delivery and photocopying, scanning and office administration services.
- Assist with managing office equipment and stationary supplies and procurement.
- Records maintenance and filing.
- Assist with organising meetings, room bookings, event set up and pull down, including the taking of minutes.
- Other duties necessary for the efficient management of the Community Care program and support for clients.

General:

- Compliance with organisational policies and procedures, legislation, Work Health and Safety and diversity.
- Maintain the customer service culture, and present professionally to all people at all times.
- Maintain and promote Goodwin’s reputation as a quality organisation.
- Communicates and interacts with all consumers in a dignified and respectful manner.
- Commitment to quality systems and continuous improvement.

Selection criteria:

Essential skills:

- Demonstrated administration skills in a busy environment.
- High level IT skills in the Microsoft Office suite.
- Great interpersonal skills and able to communicate with a range of stakeholders.
- High level organisation and time management skills.
- Ability to multi-task in a fast-paced environment.
- High level customer service focus for delivering services to consumers and internal clients.
- Demonstrated experience in documentation, record keeping and cash handling (including reconciliations).



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Desirable Skills:

- Experience working in an aged care environment.
- Business or administration qualifications and advantage.
- Scheduling / rostering experience.

Personal attributes:

- High ethical standard, is trustworthy and confidential.
- Works well individually and as a team member.
- Shows respect for cultural diversity in all communications and interactions with co-workers and consumers.
- Adapts to changing environments and demands.
- Enthusiastic, energetic, projects a positive image.
- Good attention to detail, efficiency and effectiveness.

Work health and safety:


- Take reasonable care for your own health and safety and the health and safety of others.
- Comply with any reasonable instruction by Goodwin.
- Observe and comply with the work health & safety policies and procedures of Goodwin.
- Report any identified hazards, incidents including near misses or injuries which arise in the course of your work, using Goodwin's reporting systems.
- Undertake WHS training where required, in order to perform duties.
- Participate and contribute to work health & safety practices to ensure a safe work environment.

Position approval:

This position is approved under the Goodwin Enterprise Agreement at GACS Admin Level 2.

Authorisation:

This position description has been authorised as part of Goodwin's document management process. It comes into effect on the date indicated next to the signature.

		Date:	25 November 2021
Position:	Chief Operating Officer		
PD Version:	1.0		