



## POSITION DESCRIPTION

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### *Mission*

*Alkira strives to meet the needs and interests of people with an intellectual disability, through care and support that will enrich and challenge them to be a part of the world community.*

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<b>TITLE:</b>	<b>Scheduling Coordinator – Home Supports</b>
<b>SERVICE AREA:</b>	Home Supports
<b>REPORTS TO:</b>	General Manager Home Supports
<b>AWARD AND GRADE:</b>	Victorian Disability Service (NGO) Agreement 2019 (A Multi Employer Agreement (MEA))
<b>LIASION:</b>	<b>Internal:</b> General Manager Home Supports, House Coordinators
<b>REVIEWED BY:</b>	General Manager Home Supports
<b>DATE LAST REVIEWED:</b>	September 2023

Alkira is a community sector organisation providing a range of services and supports for adults with an intellectual disability and their families in the Eastern Metropolitan region of Melbourne.

Alkira's service philosophy is based on recognising, fostering and celebrating each person's individuality which in turn informs the way that supports are provided; their capacity and participation in community life with all the associated rights and responsibilities. The social justice and human rights principles of access and equity strongly underpin the values and actions of the organisation.

All employees have a responsibility for contributing to:

- The multi-disciplinary teamwork of the organisation;
- Ensuring supports are provided to participants in consultation with their families;
- A process of continuous quality improvement throughout the organisation;
- The maintenance of organisational standards stated in the 'Code of Conduct' and legislative requirements regarding privacy, confidentiality and occupational health and safety.

## POSITION PURPOSE

The position will include a range of work functions that may span more than one discipline. The primary focus of the role is to coordinate the rostering and service delivery within the scope of resident funding allocations and staff award requirements. The role will also contribute to workforce planning and financial management. Previous experience within the disability industry will be a requirement for this position and a strong understanding of participant and stakeholder engagement. A commitment to partnership relationships and a co-design approach will be vital to the success of the service provision.

### The role includes:

- Rostering in accordance with award requirements and budget
- Assisting payroll with completion and approval of timesheets
- Approval of participant billing within business rules
- Preparation of participants NDIS Supported Independent Living funding submissions
- Workforce planning
- Assisting with staff onboarding
- Maintaining staff mandatory compliance documents
- Relationship management

The role will ensure that the rostering and invoicing processes of the services are accurate and are meeting the requirements within the NDIS pricing arrangements and award requirements.

Key Accountabilities	Key Performance Indicators
1. Alignment with Alkira values and processes	<ul style="list-style-type: none"><li>• Incorporating Alkira's mission, values and strategic direction, into program and support provision; as well as service policies and procedures.</li></ul>
2. Scheduling and rostering	<ul style="list-style-type: none"><li>• Coordinate rosters across all service locations within the Home Supports service.</li><li>• Accurate scheduling according to participants Roster of Care and NDIS funding allocation.</li><li>• Accurate approval of timesheets.</li><li>• Rostering accurately to ensure staff employment contracts are met.</li><li>• Rostering in accordance to the Victorian Disability Services (NGO) Agreement 2023.</li><li>• Set priorities and monitor work flows.</li></ul>
3. Financial Management	<ul style="list-style-type: none"><li>• Management and monitoring of participant funding allocations and utilisation.</li><li>• Approval of participant billing in line with services delivered, whilst remaining within funding allocations.</li></ul>

Financial Management (Cont'd)

- Manage and monitor wage costs in accordance to set budgets and the Victorian Disability Services (NGO) Agreement 2023.
  - Reducing and eliminating the use of agency services and overtime within the service.
  - Ensure that participant and stakeholder service agreements are up to date and that the systems are in place to monitor this are well designed and represent good practice.
  - Assist and contribute to the preparation of the service budget.
  - Provide expert advice to employees classified at a lower level in regards to the rostering and billing of the service provision.
  - Provide monthly reports on participant funding and wage data to the General Manager Home Supports.
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4. Workforce Planning

- Monitor and evaluate staffing levels.
  - Plan for and approval of staff leave.
  - Collaboration with People, Culture & Learning to ensure ongoing recruitment needs are met.
  - Striving to have the right people, with the right skills, in the right roles, at the right time and at the right cost.
  - Collaboration with People, Culture & Learning in relation to staff onboarding and mandatory compliance in relation to employee documentation.
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5. Stakeholder Engagement

- Build and maintain positive relationships with key stakeholders, including individuals with disabilities, their families, Alkira employees, community organisations, and funding bodies.
  - Collaborate with external agencies, service providers, and government entities to explore partnership opportunities and advocate for the needs and rights of individuals with disabilities.
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6. Other

- Any other reasonable duties as requested by the General Manager Home Supports.

## KEY SELECTION CRITERIA

Selection will be based on the skills, knowledge, past performance and personal attributes that are required for achieving the key accountabilities listed above. Demonstrated alignment with the organisation's values and the potential for future development will also be considered.

### Qualifications and Experience

- Relevant qualifications are highly desirable and extensive experience, expertise and competence in relevant disability, health or human services discipline as well as rostering experience, will be required.

### Skills and Knowledge

- A working knowledge of the NDIS pricing arrangements.
- A working knowledge of the Victorian Disability Services (NGO) Agreement 2023.
- Proven ability to manage a budget.
- Highly developed interpersonal skills, with the ability to engage and negotiate with a wide range of stakeholders and to relate to people in a positive, respectful and supportive manner.
- Highly developed oral and written communication skills, including the ability to prepare and/or deliver high quality reports, briefing papers, submissions and presentations for a variety of audiences, and to communicate effectively with different stakeholders.

### Personal Attributes

- Ability to set priorities, plan and organise own work and establish the most appropriate operational methods for the organisation.
- Interpersonal skills are required to gain the co-operation of clients and staff.
- Flexible, dependable and approachable
- Comfortable with experiencing and leading change
- High accountability and integrity, including high personal standards and a proven ability to accept responsibility for your own actions and for those that you manage
- High level of emotional intelligence and resilience
- Can do attitude, with sound judgement
- Positive attitude especially when under pressure
- Creates a positive, productive and professional working environment

## Inherent Requirements of the Job

### The successful applicant must:

- Hold or be willing to undertake the following checks and Employment is subject to a satisfactory result; NDIS Worker Screening Check and Working with Children Check;
- Provide an International Police check if necessary;
- Provide evidence of professional qualifications and current registrations;
- Evidence of Australian Working Visa (if relevant);
- Current Victorian Driver's License with valid Driver History Report;

### OH&S

- Comply with all Alkira OH&S policies.

### Training

- It is an inherent requirement of your role to attend training identified as mandatory by Alkira.

### After Hours

- Participate in tier 1 after hours on call support on a rotational basis.

**ALKIRA IS AN EQUAL OPPORTUNITY EMPLOYER**