
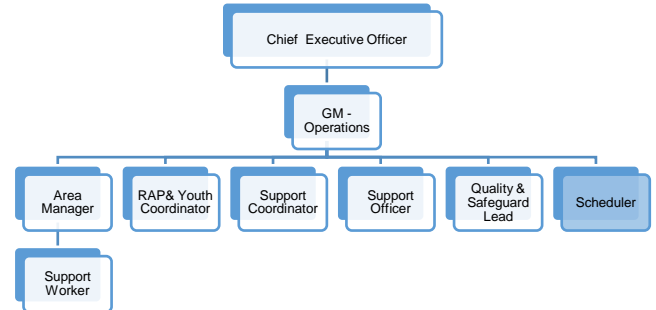




Organisation Chart

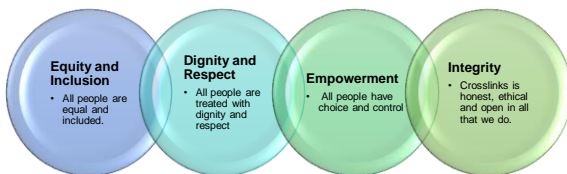
Position Name	Scheduler
Reports to	GM - Operations
Level	5
Approved by (signed)	 Dawn McAleenan Chief Executive Officer
Evaluation Date	July 2022



Our Vision

Crosslinks Inc is a disability support service provider offering individuals with disability the support to access their community by embracing the vision statement of your life, your choice, your way.

Our Values



Job Purpose

The position holder is responsible for rostering functions including the maintenance and development of rosters, workforce utilisation and planning, overtime reduction, reporting, and ensuring all duties associated with rostering are completed on time and with a high degree of detail.

Where do I fit?

Where does the position holder fit in the organisation? What parts does the job holder impact on?

Reporting to the GM - Operations, this role is focussed on ensuring Crosslinks workforce requirements are met by having the right people meeting the participants needs at the right time. This is a key role collaborating with key internal partners, to identify and resolve potential issues when scheduling employees to support participants.

What financial targets does the position holder have e.g. key financial to include are operating costs, sales targets, budgets, delegations.

No financial targets for the role but must be able to have rosters bedded down at least two weeks in advance and be aware of the affect changing schedules has on funding of participants.

Pop overtime target in here?

What is the leadership responsibility of the position? Do they have direct reports, size, and nature of the team?

Although there are no leadership responsibilities there is the requirement to build strong relationships with the Area Managers,



People and Culture, Payroll, and the Support Workers to ensure the delivery of accommodation supports.

What does success look like?

(Maximum of 8 accountabilities)

- Highly developed understanding of Workforce Management and the ability to build, change and understand what alteration to the rosters affects.
- Advise and consult with the operations team when funding changes occur and rearrange and suggest alternative rosters as applicable.
- Able to demonstrate how the business rules and relevant employment legislation affects the rostering process.
- Ensure the Area Managers are supported to have the employees in place to deliver service. This includes but not limited to absence coverage, buddy shifts, training and development requirements and future resource planning such as annual leave and long service leave.
- Develop rosters to achieve the maximum amount of efficiency.
- Produce accurate and informative updates and reports on the rostering and where improvements could be made.
- Monitor and reduce overtime wherever possible

- A strong understanding of and experience working within the framework of person/family-centred practice using an adaptive and flexible approach within disability is desirable.
- Strong attention to detail and ability to prioritise responsibilities with a systematic approach to handling tasks.
- Sound organisational and time management skills.
- Demonstrated proficiency in Microsoft Office suite programs.
- Excellent interpersonal skills and the ability to build relationships quickly.
- Knowledge and understanding of Australian employment law and related legislation.
- Ability to work autonomously, but also be successful working as part of a larger team
- A “doer” that has a strong eye for detail, pushes to meet deadlines and takes pride in their work; and

Desirable

- Experience Scheduling in the Disability Support Sector.
- Understanding of the NDIA funding model and its impact on participant care and resourcing constraints.
- Possess qualifications relevant to the role, including but not limited to: Workforce Management, Business, Analytics.

Knowledge and Experience

Essential

- Demonstrated knowledge of and understanding of relevant practices and rostering solutions.
- Excellent planning skills, attention to detail, logical thinking, and calm under pressure.
- Demonstrated knowledge and experience in interpretation of the SCHADS Award and NES Standards.

Continuous Improvement

Identify and implement the way we do things at Crosslinks to enhance quality, efficiency, and output of the service we provide to our participants.

All employees must commit to the undertaking performance and development meetings on a regular basis.



Compliance Requirements

All employees are to comply with all policies and procedures within the organisation in the constraints of relevant legislation and regulations governing the organisation.

All employees must.

- Understand the policy and procedures required to be adhered to in their position.
- Recognise policy and procedure gaps and escalating through the correct channels E.g. Line Manager.
- Be aware of operational risks a regulatory compliance related to the industry including the NDIS Safeguarding and Quality standards.
- Understand the risks of not complying with the processes and procedures of Crosslinks and act as required.
- Successfully complete all compliance training relevant to your role ensuring you have the relevant qualifications and including but not limited to;
 - A 100-point Identification Check on commencement,
 - Valid C class Western Australian Drivers Licence and relevant personal car insurance,
 - Satisfactory National Police Check for 'Employment in Disability' (no more than six months old)
 - Working with Children Check;
 - Satisfactorily complete a medical examination including a blood and alcohol test.
 - First Aid & CPR Certificate
 - Valid Australian Working Rights.
- Ability to work flexible hours including weekends and complete other reasonable duties as required.

Wellbeing, Health and Safety

Always follow Crosslinks Health and Safety Policy and Procedures.

This includes but not limited to.

- Taking responsibility for their own safety and health and the environment around them.
- Participating in continuous safety and quality improvements actions, such as audits, reviews and drills that result in improvements to staff knowledge.
- Participating with the development, implementation, reporting and monitoring of Crosslinks Inc. activities.
- Ensuring records and statistics are kept in accordance with established procedures.
- Ensuring that compliance training on WHS/Bullying, Discrimination and Harassment and the Code of Conduct is completed annually.
- Ensuring that they do not adversely affect the safety and health of any other person in the workplace through any act or omission.
- Reporting all work-related personal injuries, incidents, and environmental impacts promptly and through the correct means reporting channels and if a reportable incident the correct authorities.
- Correcting hazards/impacts and reporting all hazards.
- Comply with management on matters of WHS; and
- Involve themselves in all WHS programs and activities.