



## Position Description

Community Accessability  
P O Box 1596,  
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<b>Positions Title:</b>	Scheduling & Administration Officer - Grampians
<b>Award:</b>	MA000100 – Social, Community, Home Care and Disability Service Industry Award 2010.
<b>Classification:</b>	Level 3
<b>Pay Point:</b>	Range 1 to 3, pro-rata, plus 9.5% Superannuation
<b>Salary sacrifice:</b>	Up to 30% available at the conclusion of a 3 month probationary period.
<b>Tenure:</b>	Part time - 30 hours p/week over 4 days
<b>Term:</b>	On-going
<b>Locations:</b>	Ballarat
<b>Reports To:</b>	Operations Coordinator - Grampians
<b>Review Date:</b>	

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**Mission:** Community Accessability Inc. (CA) works in partnership with clients, carers and other professionals, providing high quality and flexible services. Through leadership, and a dedicated team of staff and volunteers, we promote social wellbeing and independence.

### Organisational Overview

Community Accessability Inc. was founded in 1998 and is a Not for Profit organisation. We have a hard-working staff of 140 dedicated professionals and more that 270 exceptional volunteers who contribute their time and energy to support in the delivery of our programs within the Hume Region of Victoria and southern NSW.

We provide a range of funded and un-funded services within the Aged and Disability sectors and work in partnership with community services, local governments and other not for profit providers to assist individuals and groups to enjoy everyday activities.

We provide this assistance through our two service streams:

- Assisted Transport Service
  - Community Transport
  - Supported Transport
  - Information and Capacity
  - Accessible Vehicle Hire
  
- Your Supports Service
  - Commonwealth Home Support Program
  - National Disability Insurance Scheme
  - Home Based Assistance
  - Community Inclusion
  - Holiday and Leisure Activities
  - Support Coordination
  - School Leaver Employment Support

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## **Position Overview:**

Working with the Operations Coordinator, you will work to develop Community Accessibility's newest service delivery area, the Grampians. The Administration & Scheduling Officer is a critical role in the effective and sustainable management of our aged and disability support workforce and volunteers within the Grampians region of Victoria.

You will support in the coordination and optimisation of the available workforce by utilising rostering and scheduling systems to best meet client requirements and to promote a sustainable workforce. You will provide administrative assistance to the Operations Coordinator to assist Community Accessibility to continue in its delivery of high quality, innovative and flexible service delivery.

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## **Key Areas of Responsibility**

### **Administration:**

- Work with stakeholders to understand Service Agreements and participants needs prior to development of schedules and rosters
- Build positive relationships through engagement with stakeholders; including colleagues, clients, families and carers
- Develop 'best fit' schedules for clients and optimise rosters for workers and the program
- Routinely utilise the established mechanisms, including client scheduling system, technical solutions and documentation systems to ensure that rosters are planned and distributed in advance
- Respond to ad hoc changes required by participants and workers by adjusting schedules and systems and communicating with stakeholders daily
- Monitor rosters and schedules to ensure that support is delivered to customers that reflects the customer's current service agreement.
- Roster or schedule direct support, as far as possible, so that it best matches customer and worker in terms of skills, interests and capability.
- Complete end of fortnight timesheet checks for pay role.
- Where required, monitor and adjust planned rosters and schedules, based on the NDIA plan, the service agreement, customer feedback and complaints.
- Participate in supervision and team meetings
- Actively contribute to continuous quality improvement
- As required, provide reports to the manager or their delegate
- Complete client notes and documentation as and when required
- Assist in the collection of data
- Assist other staff members with administrative tasks when required.

### **Volunteer Responsibility:**

- Support volunteers in their assignments, including giving specific information and respecting their commitment to the program.
- Assist in the preparation of volunteer training.
- Maintain an enthusiastic positive moral among the volunteers

### **Stakeholders:**

- Liaise with user groups and stakeholder groups and report any opportunities or concerns to the Operations Coordinator - Grampians
- Maintain a positive relationship with carers and participants and other services and programs.

**Policy, Procedures and Workplace Health and Safety:**

- Assist with the implementation and development of relevant policies for Community Accessibility programs in conjunction with your supervisor.
- Assist in ensuring that staff adhere to the workplace and Community Accessibility operations.
- Take reasonable care for their own health and safety.
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements.
- Report unsafe conditions or practices, and make suggestions to your supervisor on improving work, health & safety.
- Participate in the staff consultation process about work health & safety matters.
- Understand and adhere to Community Accessabilities Code of Conduct.

**Responsiveness to identified needs:**

- Assume responsibility for additional projects and tasks, as assigned by the CSM
- This position may require the incumbent to occasionally work at other Community Accessibility locations if the need arises.
- Carry out such duties as are within the limits of the employee's skills, competence and training and is consistent with the spirit of the organization to ensure CA Inc. maintains a cooperative culture.

**Budget responsibilities:**

- Ensure accuracy of allocation, billings and collection of all monies received by Cheque, Cash & Eftpos

**Professional Development:**

- Participate in a position and performance review as required or determined by yourself or your supervisor.
- Attend additional training and workshops etc as deemed appropriate and with the approval of your supervisor.

**Level of Responsibility:**

This position has the authority to:

- Work under general guidance within clearly defined guidelines
- Respond to enquiries and assist with administrative functions.
- Problem solve with reference to and in line with established procedures, documented methods and instructions. Assistance is available when problems occur.

**Extent of Authority**

This position has the authority to:

- Have work outcomes monitored
- Have freedom to act within established guidelines
- Solutions to problems may require the exercise of limited judgement, with guidance to be found in procedures, precedents and guidelines.

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**Qualifications and Experience**

- Certificate in administration, business studies, community services or equivalent
- Understanding of the not for profit sector and issues related to service delivery in increasingly competitive environments
- Demonstrated experience in working both independently and as part of a team

- Demonstrated experience in managing competing priorities and to deliver outcomes within agreed timeframes and quality standards
- An understanding of and commitment to the principles of the National Disability Insurance Scheme (NDIS)
- Working knowledge of workforce management principles, awards and roster optimisation
- The ability to work collaboratively and in partnership with a range of stakeholders to optimise a best fit workforce for customers
- Ability to support organisation-wide initiatives that support Community Accessibility's Mission and Values
- An empathic and engaging verbal communication style accompanied with good telephone etiquette.
- Excellent verbal and written communication skills
- Demonstrated ability to use Data Bases and Microsoft Office suite of programs, for example Outlook, Word and Excel
- Attention to detail & high level of accuracy.
- Experience handling difficult and sensitive situations.
- Demonstrated problem solving skills and an ability to think laterally and use initiative
- Current driver's license

**Other relevant information:**

- A police check and working with children check will be required.
- It is essential that the appointed person is a competent and licensed driver, as they will be required to drive a variety of vehicles as program needs determine.

**Reporting Relationships:**

**Reports to:                Operations Coordinator – Grampians**

**Direct Reports:        Nil**

**Selection Criteria**

- Certificate in administration, business studies, community services or equivalent
- Previous experience in an administrative role for a minimum of one year is required
- An excellent telephone manner and good interpersonal skills
- An ability to relate to people from diverse backgrounds and cultures
- Excellent verbal and written communication skills
- Ability to work as part of a team
- Ability to organise and prioritise workloads
- Demonstrated experience of Microsoft office suite and computer software packages
- Current Driver's licence