

Position Description Home Care Scheduling Officer

Purpose of the Position

Provide effective delivery of all aspects of a safe and high-quality rostering service to Catholic Homes Incorporated (Catholic Homes) for Home Care Clients, their families and staff. The role is pivotal to overseeing and implementing initiatives to support the home care business, clients and staff.

Reporting

The Home Care Scheduling Officer reports directly to the Scheduling Team Leader.

Organisational Values

Catholic Homes is committed to employing a caring and dedicated team of employees who provide services that enhance the quality of life of our Residents/Clients. Staff are called to behave in such a way that upholds the Catholic Homes' Values and demonstrates a commitment to working co-operatively and collaboratively.

A commitment to the Values of Catholic Homes is reflected in the attitudes, behaviour and actions of staff. This is in the form of decision-making processes, adherence to policy and procedures, the quality and nature of the services, provision of staff development programs, implementation of tasks and in the way people are related to and cared for, particularly staff and Residents/Clients.

A commitment to confidentiality of information requires all staff to take reasonable precautions to maintain the non-disclosure of any confidential information about other staff members or Residents/Clients as well as the general operations and affairs of the organisation to any person other than those approved by the Organisation.

Duties and Responsibilities

Corporate Ethos

- Demonstrates and understands Catholic Homes' Vision, Values and Statement of Identity in dealing with other staff and Residents/Clients.
- Demonstrates and complies with the Code of Conduct.
- Demonstrates, understands and actively participates in Catholic Homes' care model, "Care with Purpose", in all undertakings relating to the provision of care and services to Residents/Clients.
- Demonstrates and participates in Continuous Improvement Programs.
- Demonstrates consistent application of the principles of Continuous Quality Improvement.
- Has sound knowledge of mechanisms available to staff and Residents/Clients for the provision of feedback and takes appropriate action to follow up comments, complaints and compliments.

Home Care

- Maintain efficient, safe and high-quality client and staff rosters and scheduling
- Support and review the support workers.
- Identify and organise training requirements of the team and schedule and prepare regular staff meetings.
- Attend to client services at times specified in roster and report any deviation of this to the office immediately.
- Collate fortnightly timesheet of the staff for payroll purposes.
- Attend to Clients in a responsive and caring manner ensuring changing support needs, goals and preferences are met.
- Monitor effectiveness of clients' support and observe Clients' responses to their care, and report findings to relevant senior staff member.
- Contribute information to Client assessments and care plans ensuring information is accurate and current.

- Respond positively to feedback and directives and work within organisation requirements that may be subject to change from time to time. Participate in the after-hours 'on call' roster arrangements (as required and amended from time to time) to facilitate the ongoing provision of Home Care services to clients.
- Ensure that all aspects of care and services uphold values of dignity, respect and inclusion that Clients are entitled to.
- Ensure that all interactions have positive effect on our clients and staff.
- Report any change in client's condition or abilities to the office immediately and note in progress notes in clients home as well as in the client data base.

Support Services

- Support staff to complete quality documentation and reporting processes in clients' homes.
- Ensure support is provided according to Support Plans.
- Completes required documentation to demonstrate satisfactory supports.
- Maintains equipment and storage areas to the highest standard of cleanliness.
- Promptly reports any maintenance issues requiring attention to the Client, and the office
- Notify the relevant senior staff member if the support/dietary needs of the Client changes from the Support Plan.

Compliance and Reporting

- Understands and complies with the Catholic Homes' guidelines, policies and procedures (as amended from time to time).
- Understands and abides by Guiding Principles of Elder Abuse.
- Participates on Surveys and Audits.
- Maintains confidentiality of Client information.
- Attends all compulsory and recommended training and meetings as required.

Workplace Health and Safety

- Ensure, promote and comply with safety in the workplace.
- Take care of property and equipment and report faults promptly
- Utilise resources and equipment economically and safely
- Familiarise yourself with all emergency procedures.
- Responsible for the promotion and maintenance of a safe working environment.
- Ensure correct manual handling techniques according to manual handling guidelines and policies.
- Take appropriate action to ensure own health and safety.
- Report any changes in the Clients' home environment to the relevant senior staff member
- Uses correct manual handling techniques according to manual handling care orders.
- Comprehensive understanding of food handling and safety.
- Demonstrates acceptable level of knowledge of safe handling and storage of chemicals and other potentially hazardous substances/equipment.
- Maintain an awareness of changes in the client's environment which could be hazardous to the health of the client and oneself, reporting changes immediately
- Report Hazards, Accidents and Incidents promptly and accurately.
- Contribute to workplace risk assessment and hazard control activities
- Uses Personal protective equipment as required.
- Utilise equipment as per training reporting any issues with client equipment immediately.

Expected Behaviours

- As a member of Catholic Homes' Home Care Team, you will be required to work with other staff cooperatively and accept reasonable and lawful instructions and recommendations by the Line Manager when necessary.
- As a member of Catholic Homes' Home Care Team, there may be occasion where you may be required to work across one or more sites to provide assistance and support to your colleagues.
- Provide mentoring and coaching to peers where applicable.
- Provide assistance and support to fellow staff members whilst on duty.
- Communicate effectively in a constructive, courteous, respectful and professional manner.
- Treat other staff members with professionalism and respect.
- Enable Clients to make informed choices, take risks and treat them with dignity and respect in line with Catholic Homes' care model, "Care with Purpose"

- Maintain a positive and professional outlook whilst at work.
- Accept and provide constructive feedback.
- Possess a reasonable level of physical fitness to perform the inherent duties of the role.
- Accept responsibility for own actions.
- Identify own learning needs and accept training as recognised by the Line Manager and/or organisation as necessary
- Maintain confidentiality at all times.

Verification

Home Care Scheduling Officer

As the holder of this position I have read and understood the responsibilities and other requirements as detailed in this document

Name: _____ Signature: _____

Date appointed: _____ Date: _____