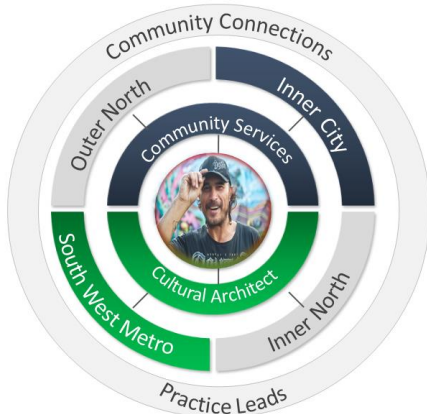



Our Mission: To work with people and communities so those most in need can belong and thrive.

Our Values: Empathy, Respect, Inclusiveness, Integrity, Commitment

Position Title:	Scheduling Officer	Position No:	TBA	Classification:	C
Reports To:	Individualised Funding Lead	Service Area:	Individualised Services	Expenditure Authority:	TBA

Role Purpose: This role provides administrative support to other teams through providing scheduling and rostering services; forging relationships with relevant stakeholders; assisting with plan reviews, quoting, invoicing, and payroll; maintaining data bases; assisting with reports and plans; and other administrative duties that support UCW teams to provide timely and quality service.

Organisational Structure:	Key Relationships:	
 	Internal	External
	<ul style="list-style-type: none"> ▶ UCW staff and volunteers ▶ Resource Team ▶ Individualised Funding Lead ▶ Service Leads ▶ Operations Leads ▶ Practice Leads ▶ Head of Service Operations 	<ul style="list-style-type: none"> ▶ Potential referrers ▶ New and existing participants ▶ Business associations, organisations and partner agencies

Revision Number	V1					Page 1 of 2
Revision Date	February 2019					
Officer Making Changes	People Services					

Outcomes	Capabilities
<ul style="list-style-type: none"> ▶ Participants and workers (and others as required) are aware when and where appointments are taking place, who they are meeting, and any other important information about the service. ▶ The rostering of staff/resources is managed effectively and efficiently, optimising processes and systems. ▶ Records and information management is accurately maintained, accessible, reliable and suitably stored/circulated in accordance with UCW policies and standards. ▶ Necessary documentation is completed in a timely manner, allowing the delivery of quality services to continue unimpeded. ▶ Participants receive the expected quality and quantity of service, hours and type/s of support, and these are appropriately recorded and reported. ▶ Support staff are paid correctly for services provided. ▶ Service Leads have the information required to suitably staff their teams, complete comprehensive reports, and deliver individualised funding plans. ▶ Continuous improvements are made to this role and team. ▶ Internal and external stakeholders are informed of relevant resources and services available both within UCW and from other sources. ▶ The efficient and effective administrative services provided enable the teams to deliver high quality outcomes to internal and external stakeholders. ▶ All new and existing relationships are nurtured and deliver mutually beneficial outcomes. ▶ The team culture and ethos exemplifies: <ul style="list-style-type: none"> ○ Shared responsibility; ○ Service excellence focus; ○ Customer focused; ○ Exemplary personal drive and integrity; ○ Team focused, empowering and inclusive; ○ Professionally enriching and innovative; and ○ Efficient and high performing 	<p>Competencies</p> <ul style="list-style-type: none"> ▶ <i>Analysing Problems</i>: seeks to understand the cause and effect of problems that involves working systematically to break down problems in order to reach a solution. ▶ <i>Information Seeking</i>: is an underlying curiosity and desire to know more about work-related issues, things or people. It implies going beyond the questions that are routine or required in the job. ▶ <i>Customer Service Orientation</i>: a desire to help or serve others by focusing one's efforts on discovering and meeting the customers' needs. ▶ <i>Achievement Motivation</i>: Is a concern for working well and measuring one's self and/or the team's performance against a standard. ▶ <i>Initiative</i>: a bias for taking action without waiting to be told. It involves doing things now to avoid problems and to create opportunities for the future. ▶ <i>Flexibility</i>: Is the ability to adapt and to work effectively within a variety of situations, and with various individuals or groups. ▶ <i>Teamwork and Cooperation</i>: the genuine intention to work cooperatively with others, to be part of a self-organising team and to work collaboratively. ▶ <i>Communication</i>: Well developed verbal and written communication and interpersonal skills including the ability to work and communicate effectively with staff, volunteers and other professionals. <p>Knowledge, Experience & Skills (Demonstrated)</p> <ul style="list-style-type: none"> ▶ Exceptional administration and interpersonal skills. ▶ Rostering experience (desirable) ▶ Strong ITC skills including use of Microsoft Suite. ▶ Excellent time management abilities ▶ Demonstrated ability to manage own work schedule, work to tight deadlines and work under pressure in an ever evolving environment <p>Qualifications</p> <ul style="list-style-type: none"> ▶ National Police Clearance ▶ Current Western Australian Driver's Licence.

Revision Number	V1					Page 2 of 2
Revision Date	February 2019					
Officer Making Changes	People Services					