

Position Description

Position Title	Scheduling Officer
Position Number	30011745
Division	Community and Continuing Care
Department	Community Home Care Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative Grade 2 L1- L5
Classification Code	HS2 – HS21
Reports to	Manager, Community Home Care Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Scheduling Officer plays a pivotal role in ensuring the seamless and efficient delivery of services to care recipients in the Commonwealth Home Support Program (CHSP), Home and Community Care Program for Younger People (HACC-PYP) and brokered Service Providers. Tasked with the critical responsibility of coordinating service schedules, this role involves creating and managing schedules for home care workers to ensure that care recipients receive timely and appropriate care in their homes.

The Scheduling Officer ensures that services are delivered in a manner that respects client privacy, promotes continuity of care, aligns with the program's guidelines and the Aged Care Standards. This role contributes to the overall quality of care provided to individuals in need, promoting their well-being and supporting their independence. This role will also support the Intake officer with onboarding of clients during peak times and periods of leave.

Responsibilities and Accountabilities

Key Responsibilities

Scheduling:

- Create and maintain schedules for service delivery to care recipients based on their needs, goals and available resources.
- Coordinate with support workers and service providers to ensure timely and efficient delivery of services.
- Address scheduling changes, client requests, staff leave and unexpected changes in a timely and effective manner, finding solutions that balance the care recipient's needs and available resources.
- Utilise scheduling software and other technological tools to facilitate efficient scheduling and record keeping.
- Ensure scheduling meets the minimum contracted hours for each staff member.

Care recipient management:

- Ensure that support workers delivering services to the care recipients are suitably qualified, skilled, and compatible. Keep a record of all non-compatible notifications.
- Ensure that care recipient confidentiality and privacy are maintained.

Communication:

- Maintain clear and effective communication channels with support workers, clients, families and external service providers to relay schedule changes and updates.
- Handle inquiries related to scheduling and service delivery.

Quality:

- Stay up to date on the guidelines, policies, and regulations of the CHSP and HACC-PYP.
- Proactively identify opportunities to enhance the efficiency, effectiveness, and client satisfaction of the scheduling process.

Key Selection Criteria

Essential

1. Previous experience in a health environment with scheduling
2. Demonstrated advanced level computer skills
3. Demonstrated ability to continually strive to achieve the best service with the resources available
4. Demonstrated ability to work as part of a team, as well as work independently
5. Demonstrated ability to meet deadlines, schedules and set goals as required
6. Demonstrated commitment to customer service in a manner which is positive, friendly and helpful.
7. Demonstrated ability to actively support innovation and service development as well as an ability to adjust work practices to accommodate change.
8. Demonstrated ability to problem solve, troubleshoot and set priorities in a busy environment.

Desirable

9. Certificate IV in Health Administration is desirable

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these

requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.