Position Description

POSITION DETAILS			
Position Title	Scheduler		
Reports to	Home Care Program Manager		
Business Function	Community Programs	**Contract Term**	ARRCS Enterprise Agreement
Direct Reports	0	**Classification**	Hone Care Employee Level 4.1-4.4 dependent on skills and experience.
Indirect Reports	0	**Location**	Northern Territory and South Australia

REPORTING RELATIONSHIPS	
Internal Key Relationships	ARRCS Community Executive, ARRCS IT, ARRCS Home Care, ARRCS Community Programs, Sandwai Project Leads
External Key Relationships	Sandwai, Department of Health and Aged Care

OUR ORGANISATION

Australian Regional and Remote Community Services began in July 2014. ARRCS aspires to improve the quality of life for older people living in regional and remote areas of Australia. We currently provide support to people across the Northern Territory and South Australia through Residential Aged Care and Home Care Services. We take a holistic approach to our work and hold a deep respect for Aboriginal & Torres Strait Islander Cultures and Elders, which remain at the core of all that we do.

OUR COMPANY VALUES				
Compassion	**Respect**	**Justice**	**Working Together**	**Leading Through Learning**
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

PURPOSE

As a Scheduler within the Community Programs Scheduling Team, you will play a key role in coordinating the daily delivery of care services across our Aged Care Community and Home Care operations. This fast-paced and dynamic role requires you to balance client needs, employee availability, service requirements, and operational priorities to ensure the seamless delivery of high-quality care services.

Working closely with clients, care staff, and management, you will develop and manage complex schedules, allocate resources effectively, and proactively respond to changing circumstances to maintain continuity of care and operational efficiency. This role is ideally suited to candidates with experience in scheduling, rostering, logistics, workforce planning, or service coordination who enjoy problem-solving and working in a highly collaborative environment.

Position Description

KEY RESPONSIBILITIES

Service Delivery

- Develop and maintain client service schedules to ensure efficient and timely service delivery.
- Coordinate workforce rosters and allocate employees based on client requirements, skills, availability and geographic locations
- Manage daily scheduling adjustments and responding to unplanned roster changes, absences and service disruptions
- Communicate roster and service delivery updates to employees and site management.
- Monitor staff capacity and provide staffing insights to support operational planning.
- Maintain accurate scheduling, timekeeping and service delivery records across ARRCS and relevant Australian Government aged care systems, including My Aged Care and PRODA.
- Support payroll preparation through accurate roster and attendance data management.
- Contribute to continuous improvement initiatives that enhance scheduling efficiency, productivity and service outcomes.
- Support the coordination of post-implementation activities, including system stabilisation, issue resolution, and continuous improvement of systems and processes.
- Apply knowledge of client management system processes to support compliance with aged care legislation, regulatory frameworks and quality standards.
- Maintain and monitor all ongoing community schedules and rosters.
- Participate in an on-call roster and respond to urgent scheduling and service delivery matters outside standard business hours, as required.
- Work remotely and onsite as required.
- Occasional travel across ARRCS community service delivery areas as required.

Reporting, Administration and Documentation

- High level of computer administration skills including (where relevant) the management of Health care related databases (Procura / ComCare or similar)

Quality, Safety and Risk Management

- Commitment to ensuring quality services are delivered to both internal & external clients through the quality, safety, and risk management system. Act in accordance with all relevant external legislation and internal ARRCS policies and procedures that relate to this position and the organisation.
- Understand the importance of the quality and safety system at ARRCS and assume responsibility for the delivery of the system through.
- Active participation in quality improvement activities.
- Actively participate in staff meetings
- Demonstrated knowledge of the Fire Safety and Evacuation Procedure
- Working knowledge of the ARRCS Infection Control, WHS and Manual Handling policies and procedures with an emphasis on promoting compliance amongst team.
- Be aware and comply with all Standards and Guidelines for Aged Care Services.
- Exercise due care and economy in the use of ARRCS equipment and supplies.

Personal Accountability

- Compliance with ARRCS's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.

- Cooperate with strategies to actively ensure the safety, protection and well-being of elderly and children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with ARRCS employees and external stakeholders in accordance with ARRCS's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Actively participate in initiatives to meet Reconciliation Action Plan and empowering of First Nations people within our employment and for those we serve in our positions.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.

SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

Qualifications – Essential

- Cert IV or above in Aged Care or Community Services or a similar discipline.

Experience

- Ability to demonstrate prior experience in scheduling Aged Care Community Services, rostering, workforce planning, or service delivery environments.
- Strong time management skills and a proven ability to manage multiple competing priorities and make effective decisions in a fast-paced operational setting.
- Strong problem-solving skills with the ability to quickly respond to changing staffing and service requirements.
- Excellent communication and stakeholder management skills.
- A customer-focused mindset with the ability to balance client outcomes and operational efficiency with the ability to build strong stakeholder relationships both internal to ARRCS and external.
- Exceptional organisational skills and attention to detail.
- Strong computer literacy, including Microsoft Excel, Word and scheduling or rostering management systems, with preference to Sandwai.
- The ability to analyse workforce requirements and identify scheduling efficiencies and gaps.
- Experience within community (home) care, aged care, healthcare, transport, logistics or other service-based industries.

Mandatory Requirements

- NDIS Worker Screening Check lodged or received prior to commencement.
- Current Influenza Vaccination.
- National Police Check – Dated within 3 months of commencement date.

Position Description

Duties Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by your manager or the ARRCS Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.