

Westhaven Ltd

Our Vision – Live how you choose
Our Core Values – C.H.O.I.C.E

Position Title	Service Scheduling Manager	Reports to	CFO
Number of Direct Reports	4+ people	Position Location	Dubbo / Orange

Purpose of the position

The Service Scheduling Manager will effectively manage and optimise the scheduling of disability services, ensuring alignment with the organisation's financial goals and regulatory requirements. The role will drive efficiency, compliance, and continuous improvement within the Service Scheduling team and work collaboratively with key stakeholders to manage conflicting requirements.

The Service Scheduling Manager may also drive strategic initiatives and take the lead in large scale projects.

Decision making

- The position has autonomy in managing and directing the service scheduling function
- This role has 4+ direct reports and a number of indirect reports
- This role has financial delegation of \$10,000

Key Responsibilities

<p><i>Business Management</i></p>	<ul style="list-style-type: none"> • Manage the planning and publishing of rostered services across all of Westhaven's disability services. • Analyse financial data to address and resolve complex issues, particularly in relation to labour utilisation and the cost to serve. • Optimise business processes to ensure both financial sustainability and the delivery of high-quality client care. • Collaborate with the CFO to develop and implement a process and systems road map to underpin ongoing improvement in compliance and efficiency. • Lead and mentor staff, ensuring a strong commitment to maintaining customer service standards, attention to detail, commercial astute decision making and solution focused resolution practices. • Contribute to strategic and organisational goals including planning, reporting and KPI monitoring. • Identify and escalate strategic and operational issues and risks to the CFO, ensuring timely resolution and alignment with Westhaven's objectives.
<p><i>Leadership and contribution to a positive team and organisational culture</i></p>	<ul style="list-style-type: none"> • Lead and mentor a high-performing team to achieve strategic objectives through effective coaching and guidance. • Cultivate and strengthen relationships with internal and external stakeholders to enhance collaboration and support. • Promote a culture of continuous learning, knowledge sharing, and professional development within the team. • Conduct regular quality assessments and implement improvements to boost team productivity and efficiency. • Ensure active participation in workplace safety, including the reporting of incidents and hazards. • Champion workplace diversity initiatives and foster a positive, inclusive team environment. • Oversee performance management by mentoring team members, conducting regular reviews, and providing learning opportunities aligned with strategic goals.

Knowledge, Skills, Experience and Compliance

Skills, Knowledge and Experience

- Demonstrated business operations/NDIS funding experience
- Demonstrated knowledge of Award interpretation. SCHADS Award interpretation highly regarded
- Demonstrated experience managing a team
- Good written and verbal communication skills
- A keen understanding of emerging technology

Personal Attributes and skills



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- You are self-motivated and thrive within a fast paced, collaborative environment
- You are a positive, organised person who can liaise with internal and external stakeholders
- You manage and deliver project outcomes on time and in budget
- You have a capacity to navigate complex systems and processes to achieve outcomes i.e. SCHADS, Fair Work etc
- You make data-driven decisions based on reflection and reporting
- You are an organised person who can successfully manage multiple tasks at once
- You have a keen interest for innovation
- You have a willingness to learn and contribute to a successful, positive team culture

Qualifications and Required Experience

- Tertiary qualification or equivalent in business management or other
- Previous experience with NDIS operations and funding structures
- Familiar and regular user of data tools and models
- Prior experience operating in a high volume rostering environment

Compliance

- Current valid NSW Driver's licence
- Obtain and maintain a current paid Working with Children Check (WWCC)
- Obtain and maintain a valid National Disability Insurance Scheme Workers Check (NDISWC)

Key Challenges

- Managing NDIS funding discrepancies
- Managing a multifaceted team
- Leading a team through a rapidly changing environment

NDIS Workforce Capability Framework

- The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It gives clear, practical examples and establishes a shared language of 'what good looks like' for participants when they receive NDIS services and support.



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- The Framework translates the NDIS Commission’s principles, Practice Standards and Code of Conduct into clear and observable behaviours that service providers and workers should demonstrate when delivering services to people with disability.
- All Westhaven employees are encouraged to review the [NDIS Workforce Capability Framework](#) for a full list of capabilities and the descriptors relevant to their role.

NDIS Workforce Capability Framework

Supervision and Frontline Management

Capability Group

Capability Name and Description



Manage, supervise and coach others

Model and reinforce values in organisational culture and practice

- Support and model a culture that promotes the principles of the NDIS, such as upholding rights, celebrating diversity and respecting the voice of those with lived experience.

Promote quality through consistent good practice

- Set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality supports and services.

Support health and manage risk

- Implement policies, procedures and systems for effective health and risk management so that workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting participants.

Foster and develop a capable workforce

- Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their capabilities and build a career.