

## Reach Learning Disability Care C.I.C



**Vacancy:** Scheduling Coordinator

**Salary:** £25,000 per annum

**Hours:** Permanent and full-time contract - 37.5 hours per week, Monday to Friday with the occasional weekend and on-call required.

**Location:** Fully office-based - Newark-upon-Trent, Nottinghamshire.

**Reach Care's Staff Offer:** 5-week(s) holiday plus Bank Holidays, contributory pension, sickness scheme, and access to a cycle-to-work scheme.

Reach Care is part of Reach Learning Disability, a leading Nottinghamshire charity that provides day-centre care, accommodation and domiciliary support for people with learning disabilities.

Our expanding domiciliary care support company is CQC-regulated and currently supports 40+ people in the local area, in their homes, through a contingent of 75 staff. Reach Care's head office and training centre is situated at the Beacon Centre, Newark. The facility comprises modern serviced offices, including kitchen and catering facilities, and free car/bicycle parking all within easy reach of Newark's town centre, main roads (A1/A46) and with links directly to cycle paths.

**Reporting to:** Operations Manager.

### **Job Purpose**

To coordinate and provide Reach Care's staff with well-thought-through and proactive work schedules, ensuring the needs of the people we support are met, within an effective and efficient office environment.

### **Main Duties & Responsibilities**

1. To schedule supported living, community support hours and staff locations in accordance with the organisation's aims and objectives.
2. To ensure, where appropriate, that all statutory requirements for the service delivery are adhered to e.g., liaising with the learning and development coordinator to schedule training.
3. To be responsible for the implementation and monitoring of scheduling new services in consultation with the management team.
4. To work closely with managers to understand where changes will be planned as individual needs change, thus adapting the rota accordingly.

5. Publish work schedules 4 weeks in advance to support proactive planning and delivery.
6. Scheduling of any required staff travel time.
7. Send schedules to our supported people's families, as appropriate.
8. Communicate changes concerning schedules to service users, families, and staff members promptly.
9. Proactively identify where planned staff absence may impact on service delivery and liaise with managers to plan.
10. Calmly manage changes to the rota due to sickness absence.
11. Work alongside payroll and invoicing colleagues to ensure information is correct and prepared for processing.
12. Liaise with management and office staff, ensuring staff contracted hours are appropriately managed against scheduled hours. Thus, raising management concerns where contracted hours are not being met (too many and too few).
13. Regular monitoring of commissioned hours against service delivery requirements. Thus, raising concerns to management and reporting variances for the Quarterly Quality report.
14. Attend team meetings for the scheduled services; actively listen, thus identifying constructive feedback to enable the creation of further efficiencies within the rota and scheduling development.
15. Schedule on-call shifts, including being part of the on-call pool (for which there is additional pay).
16. Collate data such as refused, or cancelled hours and liaise with invoicing where this incurs a charge to the customer.
17. Other tasks considered to be commensurate to the role.

#### **Skills, Experiences and Qualifications**

1. Good verbal and written communication skills.
2. High standards with an attention to detail.
3. Good problem-solving skills, with the ability to think logically and innovatively.
4. An effective team player with empathy, approachability and good listening skills.

5. Good time management and prioritisation skills, enabling deadlines to be met consistently.
6. Experience within an administrative role (care scheduling and rostering - desirable).
7. Experience of working within a service delivery environment.
8. Familiar with the requirements of working within a regulated environment (Care Quality Commission - desirable).

<b>PERSON SPECIFICATION</b>
<b>Essential</b>
Can demonstrate an outstanding attendance record, reliability and punctuality, and strong work ethic.
Has experience of working with multiple stakeholders, ability to demonstrate empathy and understanding, whilst balancing user experience and business need.
Can confidently manage enquiries from a multitude of different stakeholder groups.
Has experience of working in a small, close team of professional colleagues, who can be out of the office at times.
Has experience working with multiple demands, with the ability to prioritise and meet deadlines consistently.
Has a solution-focused attitude and can work under pressure, if required.
Can demonstrate experience and provide examples of maintaining efficient systems of work. Including proficient use of Microsoft Excel, 365, SharePoint and scheduling care management systems.
Is a completer-finisher with attention to detail and a confident communicator who represents the values of Reach in all communications.
Can operate within the limits of the role and defer to professional expertise and management authority appropriately.
Has experience working with sensitive personal data, maintaining confidentiality aligned with data protection adherence.
<b>Desirable</b>
Has experience working in the learning disability sector.
Has experience working in a scheduling capacity.
Has experience working in a regulated environment and has an up-to-date, self-managed CPD aligned with regulatory compliance.
Has an I.T. qualification and has experience in advanced Microsoft Excel training.