



Role Profile

SCHEDULER

Reference No.	I380.01	Type	Individual
Service	Older People's Services		
Job Family	Care 3	Anticipated Grade	FC4

Purpose

Responsible for the updating and maintaining of the scheduling tool, making decisions in relation to the deployment of frontline staff, as well as providing an efficient and effective first point of contact for service users and staff.

You will be customer focused and be part of a fast moving, challenging, continually changing environment.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Ensuring that all care at home provision meets the individual needs of service users by maintaining the scheduling tool and committing resources.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

E **D**

- Organisational Skills (Deliver results – See 'How We Work Matters' Framework) ✓
- Experience of IT systems and Data Processing skills (Embrace technology and information) ✓
- Ability to provide a regular and effective service ✓
- Knowledge of the geography of Fife ✓
- Knowledge of service provision in a Community Care environment and a wide range of Council services and related public services ✓

Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Making informed decisions in relation to the committing of resources on occasions of a Home Carer absence to ensure that services are provided at the earliest opportunity to service users.	Time management skills	✓	
Advising service users and field-based operational staff of reported Home Carer absence and the arrangements put in place to ensure continuity of service.	Communication skills	✓	
Providing service users with a point of contact and reference and provide information on any changes to expected commitments or packages of care.			
Resolving a service user's enquiry at point of contact by taking ownership of the request.	Interpersonal skills (Take ownership)	✓	
Ensuring effective deployment of all resources throughout the Home Care services.	Experience of dealing with multiple tasks and working under pressure and tight deadlines	✓	
Managing and updating the production of daily and weekly rotas of care matching service users to available staff and providing the field – based operational staff with this information as work is allocated.	Experience of developing systems to improve processes and procedures	✓	
Working with colleagues within the Resources Unit to identify any additional resource requirements and to address capacity planning issues in conjunction with field–based operational staff.	Numeracy skills	✓	
Developing a working relationship with colleagues in the independent and third sector providing direct care provision.	Team working skills (Work together)	✓	
Monitoring & scrutinising output reports from scheduling tool and taking action to ensure frontline deployment is uninterrupted.			

Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Working closely with field-based operational colleagues to ensure that services are delivered and to report gaps, or perceived gaps in service provision.	Assertiveness skills	✓	
Managing staff rota, planning and procedures to record accurate information.	Problem solving skills	✓	
Ensuring accidents, incidents, comments and complaints are logged and passed to the appropriate member of staff to attend to.			
Being the first line of enquiries within Fife Council's Home Care Service and ensure individual service users or members of the public are treated within the Fife Council's customer satisfaction framework.	Customer care skills (Focus on customers)	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results