JOB DESCRIPTION – SCHEDULER

Job Title:	Scheduler
Reports To:	Rachel Morgan, Operations Manager, Cleaners for Seniors
Classification:	Cleaning Services Award 2010 – Level 3
Job Status:	Full time
Location:	Shed 3, 41 Dacmar Road Coolum Beach QLD 4573
Effective Date:	Monday 23 June 2025

Job Purpose

Colomba® Cleaners for Seniors is looking for an accomplished, detail-oriented leader with a passion for cleanliness and minimalist to join our friendly and dynamic team.

We aim to provide friendly and exceptional cleaning and decluttering services to Seniors in our community, mostly via Home Care Packages and the Community Home Support Program and what will be the Support at Home Program.

The Scheduler is responsible for the coordination and scheduling, balancing clients' needs and employee's availability, as well as minimising the travel required by employees. The role will also include client and key stakeholder liaison and general administration duties, in a professional, honest, and ethical manner.

This role requires scheduling experience, preferably as a home care provider scheduler.

Business Context

Colomba® is an established business that relocates seniors, clear out their homes and those of deceased estates on the Sunshine Coast. Cleaners for Seniors provides essential cleaning and decluttering services for seniors, helping seniors to maintain and enhance their homes, their standard of living, whilst reducing health and safety risks.

We aim to support creative and flexible responses from every member of our workforce to benefit each and every person using our services, whilst looking after the environment by recycling, reusing and reducing waste where possible.

Our quality staff contribute to our success and are the most important part of our business. We collaborate with our team and work with them to ensure an enjoyable and rewarding experience and encourage contributions to meeting individual job-related development needs.

Internal

Direct reports:	Rachel Morgan, Operations Manager - Cleaners for Seniors
Other:	Jeanne Motteram, Managing Director

External

Customers/Clients:	Home care and NDIS providers, retirement villages, aged care facilities, solicitors, general public
Suppliers:	Cleaning product supply companies
Sub-contractors:	Furniture and rubbish removalists, antique dealers, second hand dealers gardeners / yard maintenance, trades
Other:	Charities, not-for-profit organisations
Authorities:	My Aged Care, Aged Care Quality and Safety Commission, Labour Hire Licensing, Q-Leave, Queensland Health

Key Relationships

Business Alignment

- Understand and adhere to Colomba®'s structure, values and purpose and participate in opportunities for involvement in its further development.
- Maintain confidentiality in respect of staff and client records and all privileged information relating to the services of Colomba®, its staff, clients, referral network, business stakeholders and sub-contractors.
- Promote and foster the Colomba® reputation and standing within the community and with private, statutory, and voluntary sector agencies and organisations.
- Be sympathetic to and able to project the philosophy and concept of Colomba®.

Scheduling

- Scheduling: Coordinate and schedule services for clients, ensuring optimal use of resources and timely delivery service.
- Client Communication: Communicate with clients and business referral partners to understand their needs and preferences and provide updates on service schedules.
- Staff Coordination: Communicate with and assign jobs to staff, based on availability, location, skills, and client requirements.
- Record Keeping: Maintain accurate records of client appointments, staff schedules, and service delivery in the Colomba® Web App – training will be provided.
- Compliance: Ensure all scheduling activities comply with the Cleaning Services Award 2010 and other relevant regulations.
- Problem Solving: Address and resolve any scheduling conflicts or issues that arise.
- Reporting: Provide regular reports to the Operations Manager on scheduling activities and service delivery performance.
- Training: Provide training to new schedulers employed in the future.

Administration

- Assist with the management of equipment and chemical registers.
- General office and administration duties, including daily reports to home care providers
- Identify and implement opportunities for improvement in relation to customer service

Work Health and Safety

- Work in line with the Health and Safety Policy to ensure not only personal health and safety, but also the health and safety of others.
- Assist with ensuring Work Health and Safety guidelines are strictly adhered to including manual handling.
- Assist with ensuring the working environments continue to be a safe, secure, healthy, and a fulfilling place to work.
- Co-operate with and attend all appropriate mandatory and statutory training and staff meetings as required by Colomba and/or the professional bodies.

Compliance Responsibilities

It is a condition of employment that all employees comply with all Colomba® policies, procedures and guidelines including:

- Aged Care Act 2024 and Code of Conduct
- Maintaining safe working procedures and practices in accordance with the Work Health and Safety Act 2011 (Qld);
- Anti-Discrimination Act 1991;
- Human Rights Act 2019;
- Harassment and Bullying prevention policies and relevant legislation
- Privacy policies and legislation; and
- Industry codes including but not limited to Aged Care Act, Aged Care Code of Conduct; Statement of Rights; Serious Incident Response Scheme

Job Specification

Professional Experience, Knowledge & Skills

Essential:	• Minimum 2 years previous scheduling experience. • Intermediate to advanced computer skills including Microsoft Office (Word, Excel, Powerpoint), have ability to quickly learn other software • Honest, trustworthy and ability to take enjoyment out of helping others including clients and not-for-profit organisations. • Reliable, highly organised with great planning and scheduling skills. • Excellent verbal and written communication. • Ability to motivate, support and resource employees to effectively carry out their tasks and projects. • Strong team focus with a flexible approach to work and an ability to actively listen to others and positively contribute towards a productive team environment. • Ability to resolve conflict in a positive and respectful manner.
Desirable:	• Previous scheduling experience with a home care or NDIS provider
	• Understanding of My Aged Care
	• Understanding of the Labour Hire Licensing requirements.

Certificates, Registrations, Licenses & Memberships

Desirable:	• Valid Disability Worker Screening (Yellow Card) to work or volunteer with adults or children with disabilities. • Certificate of completed Quality and Safeguarding Training Module (NDIS Worker Orientation Completion Certificate). • Valid Working with Children (Blue Card). • Valid First Aid Certificate

Requirements

- Evidence of eligibility to work in Australia, ie. Australian citizen or appropriate work visa.
- Pre-employment satisfactory National criminal history check obtained within 3 months of employment, then provided every 3 years thereafter.

Our Values

Colomba® has an ongoing commitment to its business values and expects all employees to demonstrate an attitude which embraces maintaining a good work ethic whilst being honest, caring, compassionate and respectful to others.

Acknowledgement

It is not the intention of this job description to be exhaustive or limit the scope or responsibilities of the job, but to highlight the most important aspects. It is essential that all employees are committed to their jobs and the success of the business, and maintain a willingness to accept total flexibility in the job function and perform any other reasonable duties and responsibilities which may be assigned to the job from time to time. This includes temporary redeployment to other job if required, in order to meet business demands and customer service needs, and within your skills, qualifications and experience, undertake other responsibilities and perform other duties as necessary to meet business operating requirements.

The job description may change, and such change will only be made following consultation between the Managing Director and the employee.