

Position Title:	Scheduler
Department:	Long Term Care – Grey Gables/ Lee Manor
Reports To:	Office Coordinator

Purpose

Reporting to the Office Coordinator, the Scheduler is responsible for the scheduling of staff for all departments. In accordance with Grey County policies the Scheduler will ensure effective, safe deployment of staff to promote resident care.

The Scheduler is required to perform their duties in a manner that is consistent with the Core Values of the home that supports the 'Colour It' resident led philosophy of care to ensure resident safety, and demonstrate customer service excellence.

Responsibilities

General Administration

- Lead and coordinate all components of scheduling human resources for all departments;
- Attend applicable team meetings and management meetings as directed;
- Perform incidental clerical work including typing, filing, delivering messages, sorting mail, photocopying, faxing;
- Provide backup receptionist services when required;
- Follow the established policies and procedures of Grey County;
- Assist in special projects and performs other duties as required.

Human Resources

- In accordance with the applicable collective agreement(s), develop and maintain staffing schedules including co-ordination of the replacement of staff as required for the monthly and daily scheduling needs;
- Document staff absences, shifts worked and other paperwork related to staffing; ensures staffing program is up to date with staff information;

- Participate in the monitoring of the Attendance Program; complete the required forms and correspondence related to staff illness;
- Prepare all department job postings, and participates in the recruitment process as directed by the Managers.

Quality Management

- Ensure the collection of human resources indicators within the established time line, complete audits as assigned and participate in the quality improvement plan;
- Perform other related duties as required by the Office Coordinator and Executive Director.

Financial Accountability

- Collect staff payroll information, process information i.e. balancing of payroll for all departments, ensure overtime approvals are received from all department Managers and forward this to the Office Manager;
- Monitor staff compliance to the time keeping system;
- Act as Payroll Back up for the Home.

Occupational Health and Safety

- Advise supervisor or designate immediately of all staff incidents that may result in an Occupational Accident Claim, any concerns with the physical plant, incidents or injuries and completes required forms and correspondence;
- Follow all health and safety policies and procedures. Works safely to reduce the risk of injury to self, co-workers, and residents;
- Wear personal protective equipment as designated;
- Maintain a clean, safe environment for residents utilizing infection control principles.

Working Conditions

Work is subject to regular deadlines and is carried out in a public office environment with frequent interruptions to provide advice and information to fellow employees and outside contacts. Work involves working some weekends.

Contacts

Internal Working Relationships

Work with the Managers, Staff, County IT and Human Resource departments

External Working Relationships

Members of the public.

Knowledge and Skill

- Post-secondary education in Office Administration or other comparable training;
- Scheduling, Payroll and Front Office experience an asset;
- Strong knowledge of collective agreements and ability to interpret and apply scheduling language an asset;
- Must be able to use effective communication, problem-solving and interpersonal skills to assist with individual and team tasks;
- Excellent organizational skills, attention to detail and coordination skills; able to work calmly under pressure of meeting deadlines and handling multiple duties and competing priorities; verbal and written communication skills.
- Use discretion when dealing with confidential and sensitive information
- Ability to deal with the public and long term care facility resident population in a calm and professional manner;
- Understanding of the concepts of commonly used computer applications such as Microsoft Word, Excel, and Email.

Impact of Error

Misuse of confidential information may result in a breach of Privacy laws, loss of confidence and credibility.

Administrative delays or poor communication of information for the department could result in inefficient operations, ineffective use of staff and the lack of information required to make the best decisions.

Errors on statistical information and/or reporting of information may result in incorrect information that could adversely affect staff and/or management decisions.