



## UNION JOB DESCRIPTION

**JD1188**

<b>JOB TITLE:</b>	Scheduler 2	<b>JOB DESCRIPTION NO.:</b>	20193 / C.Cl.81712.001 / C.NI.81712.002
<b>CLASSIFICATION:</b>	Scheduler 2	<b>GRID/PAY LEVEL:</b>	C32
<b>COLLECTIVE AGREEMENT:</b>	Community Subsector	<b>HSCIS NO.:</b>	81712
<b>UNION:</b>	HEU; UFCW; BCGEU	<b>JOB/CLASS CODE:</b>	SI:20193; CI:81712
<b>PROGRAM/DEPARTMENT:</b>	Home & Community Care	<b>BENCHMARKS (If Applicable):</b>	81712
<b>REPORTING TO:</b>	Manager or designate		
<b>FACILITY/SITE:</b>	Cowichan Home Support; Nanaimo Home Support; Gabriola Home Support; Parksville Home Support; Port Alberni Home Support; SI Home Support (Saanich Gulf Islands, Urban Greater Victoria, Esquimalt Westshore Sooke); VIHA North Island Health Services Delivery Area		

### JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of Island Health (Vancouver Island Health Authority), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Utilizing a variety of computerized applications, the Scheduler is responsible for the scheduling and coordination of health care services delivered in the community, including developing, preparing and adjusting schedules in accordance with referrals, care plans and applicable collective agreements, and providing direction to staff.

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Organizes, coordinates and implements services in accordance with client centered care plans, collective agreements and established policies and procedures, by receiving service requests, allocating work assignments, preparing and adjusting schedules, and providing direction to staff as to assignments and client information. Schedules approved vacation and leave of absence requests.
2. Resolves most scheduling related problems independently, referring more complex or contentious issues to the appropriate supervisor.
3. Communicates, updates and informs clients of schedules. Investigates and responds to client feedback, inquiries and complaints, respecting and accommodating client schedule preferences whenever operationally possible.
4. Reports any incidents or concerns relating to the safety of clients or staff; difficulties in scheduling staff due to availability, suitability or performance; or the quantity or quality of services being provided, to the appropriate supervisor.

5. Performs a variety of timekeeping and scheduling duties, such as receiving and entering employee information into computerized scheduling and timekeeping system. Maintains electronic records of staff such as name, address, contact numbers, availability and suitability for work, hours worked, etc. Compiles data/statistics, such as absentee information, as requested.
6. Acts as liaison with Compensation and Benefit Services regarding employee timekeeping and scheduling inquiries and makes adjustments as required. Answers employee inquiries regarding scheduling policies and procedures.
7. Performs a variety of clerical duties such as filing, word processing, spreadsheets, photocopying and faxing documents as required.
8. Maintains office supplies and related forms in accordance with established policies and procedures.
9. Participates in staff meetings, orientations and in-services and maintains up-to-date knowledge through involvement in appropriate work-related continuing education as required by the employer.
10. Ensures a safe and healthy working environment by observing and promoting universal precautions and infection control procedures; removing obvious hazards; reporting faulty equipment, accidents, injuries and near misses; and adhering to and enforcing rules regarding safety.
11. Performs other related duties as required.

## **QUALIFICATIONS:**

### **Education, Training And Experience**

Grade 12; Post secondary courses in health care or social services, such as Mental Health Worker, Community Health Worker, Resident Care Attendant/Long Term Care Aide, or Social Services Worker; Knowledge of and experience with computers and a variety of software, including spreadsheets; and One (1) year recent, related experience; or An equivalent combination of education, training and experience.

### **Skills And Abilities**

- Keyboard at 50 wpm.
- Communicate effectively, both verbally and in writing.
- Deal with others effectively.
- Organize and prioritize.
- Work within multiple deadlines.
- Operate related equipment.
- Physically perform the duties of the position.