



UNION JOB DESCRIPTION

JD254

JOB TITLE:	Staffing Clerk	JOB DESCRIPTION NO.:	40462/F.VI.10312.001
CLASSIFICATION:	Clerk V, Staffing	GRID/PAY LEVEL:	F 21
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	10312
UNION:	HEU	JOB/CLASS CODE:	SI: 40462 CINI: 10312
PROGRAM/DEPARTMENT:	Staffing Services	BENCHMARKS (If Applicable):	10312
REPORTING TO:	Supervisor, Staffing		
FACILITY/SITE:	VIHA-SI (GRH); VIHA-CI (NRGH); VIHA-NI (CRH, CVH)		

JOB SUMMARY:

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

Reports to the Supervisor, Staffing. Utilizing a variety of specialized computer software applications and working in a time sensitive, deadline driven environment, the Staffing Clerk functions as a frontline member of the Staffing Services team in allocating, calling in and scheduling of relief nursing, allied health, and support staff in accordance with established processes, policies and procedures, and as directed by applicable Unit Guidelines and Vancouver Island Health Authority Standard Interpretation Guidelines.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Allocates and calls in relief staff to fill planned leaves, ongoing and short-call vacancies and workload requests in accordance with established Staffing Services processes, policies and procedures, and as directed by the applicable Unit Guidelines (UG) and Vancouver Island Health Authority Standard Interpretation Guidelines (SIG).
2. Implements changes and revisions to employee schedules related to relief pool, work plan and position management by inputting changes into computerized scheduling program in accordance with established Staffing Services processes, procedures and policies, and as directed by UG and SIG.
3. Performs a variety of staffing duties, such as:
 - receiving and entering employee information and status, such as name, address, contact numbers, suitability for work, orientation and skills status, hours worked, etc. into computerized scheduling system; gathering and entering employee unavailability information and updating relief pools;
 - scheduling for planned and unplanned absences;
 - recording daily and relief staffing and schedule changes;
 - investigating pay inquiries;
 - making timekeeping adjustments in computerized scheduling program;
 - generating scheduling, staffing and timekeeping records and data/statistics for retention; and
 - filing and maintaining records, such as phone logs, schedules, timecards, flow sheets and approved vacation and leave of absence forms.

4. Answers the telephone, recording and relaying messages as required. Answers routine inquiries, including e-mails and faxes, relating to staffing and timekeeping. Refers more complex inquiries to the Supervisor, Staffing.
5. Performs a variety of related general clerical duties such as word processing and spreadsheet data entry and creation, filing and photocopying, as required. Maintains office supplies in accordance with established staffing processes, procedures and policies.
6. As a frontline member of the Staffing Services team, participates in Continuous Quality Improvement processes by conducting audits, completing appropriate reports, monitoring indicators and satisfaction surveys, providing feedback and making suggestions for improvement.
7. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

Grade 12 and three years' recent, related experience; or an equivalent combination of education, training and experience.

Skills And Abilities

- Ability to communicate effectively, both verbally and in writing.
- Ability to deal with others effectively
- Ability to operate related equipment, such as a computer utilizing a variety of software applications
- Ability to organize work
- Physical ability to carry out the duties of the position