



UNION JOB DESCRIPTION

JD260

JOB TITLE:	Supervisor, Staff Scheduling	JOB DESCRIPTION NO.:	40463 / F.VI.10314i.001
CLASSIFICATION:	Clerk VI, Clerical Supervisor; Clerk VI, Staffing	GRID/PAY LEVEL:	F 24
COLLECTIVE AGREEMENT:	Facilities Subsector	HSCIS NO.:	10313; 10314
UNION:	HEU	JOB/CLASS CODE:	SI: 40463 CINI: 10314i
PROGRAM/DEPARTMENT:	Staff Scheduling	BENCHMARKS (If Applicable):	10313; 10314
REPORTING TO:	Manager or designate		
FACILITY/SITE:	VIHA-SI(GRH); VIHA-CI(NRGRH, Cowichan Lodge); VIHA-NI(CRH)		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) 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.

Reports to the Manager, Staff Scheduling or designate. Utilizing a variety of specialized computer software applications and working in a time sensitive, deadline driven environment, the Supervisor, Staff Scheduling provides staffing expertise for assigned areas and frontline supervision for more than ten (10) Staff Schedulers; allocates, calls in and schedules nursing, professional and support staff; participates in the development of and implements Staff Scheduling processes, policies and procedures, and provides guidance and problem solving assistance to staff in the application of Unit Guidelines for assigned areas and Vancouver Island Health Authority Standard Interpretation Guidelines; and performs related clerical duties as required.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Supervises Staff Schedulers by performing duties such as scheduling and coordinating and adjusting work assignments, reviewing and evaluating employee performance, and determining related training and orientation requirements.
2. Trains, orients, mentors, and supports staff on specialized scheduling processes and software applications.
3. Supports Staff Schedulers with problem solving and addressing complex staffing issues.
4. Works with Relief Coordinators in the day-to-day delivery of Staff Scheduling services for assigned areas; and accesses Staff Scheduling Services resource roles, such as Rotation Specialist, ESP Coordinators and Technical Support, as required.
5. Communicates policies and procedures. Participates in orientation processes to meet operational needs, including participating in various meetings, committees, and orientation of new staff and students, as required.
6. Performs a variety of staffing duties, as required, such as:
 - receiving an 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 updated relief pools;
 - scheduling for planned and unplanned absences;
 - recording daily and relief staffing and schedule changes;

- investigating pay queries
- making timekeeping adjustment 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

7. Resolves day-to-day operational issues independently, such as procedures, day-to-day workload, and staff schedules independently, referring more complex or contentious issues to the manager or designate. Gathers and reports operational statistics for their assigned areas. Advises the manager, Staff Scheduling or designate of any ongoing deficiencies in systems, programs, services and resources.

8. Identifies and resolves day-to-day operational computer systems issues in accordance with established procedures, such as workstation hardware and software failures. Implements established downtime, and backup contingency plans, documents and refers problems as required, and follows up to ensure final resolution. Under the direction of the ESP Coordinator, assists with testing and implementation of scheduling software system upgrades and enhancements.

9. Contacts timekeepers regarding scheduling inquiries and makes schedule adjustments as required.

10. Participates in the Staff Scheduling Services recruitment processes as required by interviewing applicants and making recommendations for selection.

11. In accordance with Unit Scheduling Guidelines (USGs), authorizes and approves overtime and minor operational expenditures and arranges for the repair, maintenance, service or replacement of malfunctioning or obsolete equipment in accordance with established procedures; participates in the review and assessment of the operational performance and planning processes for assigned Staff Scheduling services.

12. Advises manager or designate of opportunities for improved efficiencies and ongoing deficiencies in systems, services and resources, recognizing and reporting poor resource utilization. Provides input and recommendations for policy and procedure development and implementation, including recommending changes where appropriate.

13. Carries out quality assurance activities and projects, analyzing and acting upon information received through incident reports, evaluations and other data, including collecting and compiling statistical data for research and evaluation purposes. Works with the Manager, Staff Scheduling services or designate to develop outcome measures for assigned Staff Scheduling services.

14. Cooperates and collaborates with the Occupational Health & Safety Committee, by performing regular workplace inspections, investigation of injuries and related documentation, and participating in fire prevention and disaster plans as required.

15. Ensures a safe and healthy working environment by removing obvious hazards; reporting faulty equipment, accidents, injuries and near misses; and adhering to and enforcing safety standards.

16. Provides quality and risk management leadership for the assigned Staff Scheduling services by:

- Promoting and facilitating a safe and respectful working environment;
- Promoting and demonstrating good public relations and effective communication;
- Addressing and documenting any risk management and quality issues as they arise;
- Following up and contributing to the resolution of risk management issues;
- Identifying, reporting and following up on opportunities for continuous quality improvement;
- Participating in quality improvement initiatives;
- Taking a leadership role in critical occurrences and in emergency measures situations.
- Types materials such as correspondence and documents, performs a variety of clerical duties such as gathering information from existing documents and compiling/editing materials into user procedure manuals, answering telephone, and maintaining files.

17. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

Grade 12 and four (4) years' recent, related experience, including one (1) year in a supervisory capacity or an equivalent combination of education, training, and experience.

Skills And Abilities

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