



UNION JOB DESCRIPTION

JD4316

JOB TITLE:	Scheduler Coordinator	JOB DESCRIPTION NO.:	20194/C.VI.80104LO.006
CLASSIFICATION:	Administrative Support 4 (Grid 35 Layered over Scheduler 2, Grid 32)	GRID/PAY LEVEL:	C35
COLLECTIVE AGREEMENT:	Community Subsector	HSCIS NO.:	80104
UNION:	UFCW; HEU; BCGEU	JOB/CLASS CODE:	SI:20194; CI:80104LO
PROGRAM/DEPARTMENT:	Community Health Services	BENCHMARKS (If Applicable):	80104
REPORTING TO:	Manager or designate		
FACILITY/SITE:	VIHA SI Home Support (Saanich Gulf Islands, Urban Greater Victoria, Esquimalt, Westshore, Sooke); Nanaimo Home Support, Gabriola Home Support, Oceanside Home Support, Comox Valley Home Support		

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.

Reporting to the Manager, Leader or designate, the Scheduler Coordinator, Community Health Services, performs a variety of administrative and clerical functions while working within multiple deadlines, which include: supervising designated Home Support schedulers and Home Support administrative staff; providing work direction to the Home Support Schedulers and HS Admin staff; determining workload assignment, and scheduling and organizing the efficient use of staff and other resources to ensure the delivery of appropriate and safe client care; monitoring expenditures and designated budgets; utilizing proficient computer skills and a variety of computer applications; and assisting with the development and evaluation of policies and procedures to ensure the smooth daily operation of designated sites.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Directs, supports, supervises and evaluates designated Home Support schedulers and administrative staff. Determines related training and orientation requirements and assists with conducting annual performance reviews, reporting significant performance issues to the Manager or Leader.
2. Provides work direction to Home Support Schedulers and HS Admin Staff and ensures that the assigned work is completed. Provides input to the Manager or Leader surrounding performance.
3. Prepares and distributes staff work schedules. Collaborating with Staffing to ensure the most efficient use of staffing resources. Responsible for the submission of payroll data for designated staff in accordance with policies and procedures.
4. Monitors expenditures for designated budgets. Initiates documents for purchases (e.g. purchase order requisitions) and forwards for approval as required in accordance with established guidelines and liaises with internal departments and suppliers. Verifies coding (including travel expenses), calculations and amounts; follows up on and notifies Manager or Leader of any discrepancies or anomalies.

5. Calculates and maintains statistics, data and information, including collecting, assembling and tracking data. Researches, organizes and summarizes information for reports. Performs the duties of administrative support by answering administrative inquiries and preparing related correspondence.
6. Participates in the selection, orientation, training, ongoing education and evaluation of staff as required. Communicates policies, programs and procedures through meetings, by written form, and by providing verbal direction. Investigates and problem solves employee issues in accordance with the provisions of the collective agreement and policies and procedures, referring contentious and disciplinary issues to the Manager or Leader.
7. Maintains itinerary and appointment diaries. Arranges meetings by booking meeting rooms, notifying attendees, and circulating relevant materials. Prepares agendas and acts as recorder at meetings. Drafts and distributes minutes, and initiates and takes follow-up action as required.
8. Promotes good public relations and good inter-program relations through effective communication with clients/patients, caregivers/families, other health care providers, community agencies, and staff.
9. Carries out quality assurance activities and projects, analyzing and acting upon information received, including collecting and compiling statistical data for research and evaluation purposes, preparing reports and working with the Manager or Leader to develop outcome measures.
10. Advises Manager or Leader 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.
11. Ensures adherence to safe practices and procedures and compliance with Workers' Compensation Board regulations and standards. Co-operates and collaborates with the Occupational Health and Safety Committee ensuring regular workplace inspections, investigation of injuries and related documentation, and participation in fire prevention and disaster plans as required.
12. Ensures a safe and healthy working environment by removing obvious hazards; reporting faulty equipment, accidents, injuries and near misses; and adhering to and enforcing rules regarding safety.
13. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

Grade 12. Office Administration Certificate. Recent related experience of three years related to scheduling and timekeeping, including two of those years 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 plan, organize, and prioritize
- Ability to supervise
- Ability to analyze and resolve problems
- Ability to work independently and in cooperation with others
- Ability to type at 60 wpm
- Knowledge of general office procedures
- Knowledge of medical terminology
- Business writing skills
- Ability to establish and maintain rapport with clients and staff
- Physical ability to carry out the duties of the position

- Ability to operate related equipment.