



## UNION JOB DESCRIPTION

**JD5312**

<b>JOB TITLE:</b>	Supervisor, Laboratory Staff Scheduling	<b>JOB DESCRIPTION NO.:</b>	5312
<b>CLASSIFICATION:</b>	Clerk VI, Staffing; Clerk V, Clerical Supervisor	<b>GRID/PAY LEVEL:</b>	F 24
<b>COLLECTIVE AGREEMENT:</b>	Facilities Subsector	<b>HSCIS NO.:</b>	10314; 10322
<b>UNION:</b>	HEU	<b>JOB/CLASS CODE:</b>	40735
<b>PROGRAM/DEPARTMENT:</b>	Laboratory Staff Scheduling	<b>BENCHMARKS (If Applicable):</b>	10314; 10322
<b>REPORTING TO:</b>	Manager or designate		
<b>FACILITY/SITE:</b>	Aberdeen Hospital		

### 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, Laboratory Staff Scheduling or designate. Utilizing a variety of specialized computer software applications and working in a time sensitive, deadline driven environment, the Supervisor of Laboratory Staff Scheduling provides staffing expertise for assigned areas and frontline supervision; allocates, calls in and schedules Laboratory staff; participates in the development of and implements Laboratory Staff Scheduling processes, policies, and procedures, and provides guidance and problem solving assistance to staff in the application of Unit Scheduling Guidelines for assigned areas and Island Health Standard Interpretation Guidelines; and performs related clerical duties as required.

### TYPICAL DUTIES AND RESPONSIBILITIES:

1. Supervises Laboratory 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, orientates, mentors, and supports Laboratory Staff Schedulers on specialized scheduling processes and software applications.
3. Supports Laboratory Staff Schedulers with problem solving and addressing complex staffing issues.
4. Works in the day-to-day delivery of Laboratory 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, as required.
6. Performs a variety of Laboratory staffing duties, as required, such as:
  - receiving and entering employee information and status, such as name, address, contact numbers, suitable work area, 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 scheduling queries;
  - making timekeeping adjustments in computerized scheduling program;
  - makes adjustments to employee's schedules, information, and timecards as required and requested; files and maintains records, such as phone logs, and processes leave request forms.
7. Resolves day-to-day operational issues independently, such as procedures, day-to-day workload, and Laboratory 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 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 Laboratory 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 Laboratory 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. Participates in Continuous Quality Improvement processes by conducting audits, completing appropriate reports, monitoring indicators and satisfaction surveys, providing feedback and making suggestions for improvement.
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 Laboratory 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;
  - Participating in quality improvement initiatives;
  - Taking a leadership role in critical occurrences and in emergency measures situations.
  - Typing 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 three (3) 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 deal with others effectively.
- Ability to supervise.
- Ability to organize work.
- Physical ability to carry out the duties of the position.
- Ability to operate related equipment.