



UNION JOB DESCRIPTION

JD6123

JOB TITLE:	Scheduler	JOB DESCRIPTION NO.:	6123
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:	Scheduling Services	BENCHMARKS (If Applicable):	10312
REPORTING TO:	Supervisor, Scheduling Services		
FACILITY/SITE:	Gorge Road Hospital; Nanaimo Regional General Hospital; Cowichan Lodge; North Island Hospital, Campbell River and District		

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.

Reporting to the Supervisor, Scheduling Services, the Scheduler functions as a frontline member of Scheduling. As a primary point of contact, this role requires strong customer service and interpersonal skills to respond professionally, courteously, and effectively to staff and leadership.

The position operates within a dynamic, fast-paced environment and involves frequent transitions between phone-based communication and computer-based tasks, requiring strong organizational skills, attention to detail, and the ability to manage competing priorities while maintaining a high standard of service.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Schedules and allocates relief staff for planned/unplanned absences in accordance with established Scheduling Services processes, policies and procedures, with applicable collective agreements and as directed by the applicable Unit Guidelines (USG).
2. Receives and processes schedule changes to employee schedules related to relief pool, work plan and position management by inputting changes into complex computer scheduling program. Performs a variety of scheduling duties, such as entering employee information and status, such as name, address, contact numbers, orientation and skills status, hours worked, relief pools; scheduling for planned and unplanned absences and recording daily and relief scheduling and schedule and timekeeping changes. Utilizes multiple programs and tools simultaneously to complete daily tasks.
3. Uses a multiline telephone system to receive, log and act on requests. Answers routine inquiries, including multiple e-mails, relating to scheduling. Refers more complex inquiries to the Supervisor, Scheduling Services.
4. Performs related data entry functions using a variety of MS Office applications.
5. Collaborates with program leadership to discuss unit-specific scheduling needs and develop appropriate follow-up plans.
6. Under the direction of the Coordinator, assists with testing and implementation of scheduling software system upgrades and enhancements.

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.
- Physical ability to carry out the duties of the position.
- Ability to organize work.
- Ability to operate related equipment.