



Provincial Job Description

TITLE:
(455) Senior Home Care Scheduler

PAY BAND:
13

FOR FACILITY USE:

SUMMARY OF DUTIES:

Creates and maintains schedules, adhering to collective bargaining agreements and client needs. Provides functional guidance and technical direction to staff and managers.

QUALIFICATIONS:

- ◆ **Office Administration certificate**

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ **Intermediate computer skills**
- ◆ **Interpersonal skills**
- ◆ **Analytical skills**
- ◆ **Organizational skills**
- ◆ **Communication skills**
- ◆ **Leadership skills**
- ◆ **Problem solving skills**
- ◆ **Ability to work independently**
- ◆ **Basic medical terminology**

EXPERIENCE:

- ◆ **Previous: Eighteen (18) months previous experience working with Home Care computerized scheduling systems.**

KEY ACTIVITIES:

A. Scheduling

- ◆ **Creates and maintains schedules in accordance with collective agreement requirements and departmental policies.**
- ◆ **Provides staffing for leaves or other absences.**
- ◆ **Schedules client appointments/visits according to care plans, client requests and staff availability.**
- ◆ **Enters scheduling data, creates schedules.**
- ◆ **Contacts care providers and clients regarding day-to-day changes.**
- ◆ **Communicates with and informs client/family regarding services.**
- ◆ **Maintains client database (e.g., admission, discharge, billing information).**
- ◆ **Maintains client and staff statistics, reports and policy and procedure manuals.**
- ◆ **Maintains call-in list.**
- ◆ **Ensures seniority lists are up-to-date.**
- ◆ **Schedules education sessions for staff.**
- ◆ **Communicates shift availability with staff via email, text and telephone.**
- ◆ **Ensures field staff is accounted for at each visit.**
- ◆ **Provides training/guidance to new staff on collective agreements, scheduling processes and computerized scheduling programs.**

B. Administration

- ◆ **Collects, verifies, enters data and files payroll data.**
- ◆ **Identifies errors and makes corrections.**
- ◆ **Tracks vacation and sick time accrual.**
- ◆ **Creates, distributes and collects spreadsheets.**
- ◆ **Verifies mileage and inputs travel logs.**
- ◆ **Tracks and enters cell phone payments.**
- ◆ **Compiles statistical reports on services provided.**

C. Systems Administration

- ◆ **Acts as systems administrator for scheduling programs.**
- ◆ **Provides technical instruction and ongoing support to end-users.**
- ◆ **Sets up new users to the computerized systems.**
- ◆ **Ensures data is current and accurate .**
- ◆ **Acts as the primary contact with software vendors for scheduling programs.**
- ◆ **Creates and maintains instruction manual/standard work.**

D. General Office Duties

- ◆ Performs general office duties (e.g., photocopies, files, scans, emails).
- ◆ Provides reception/telephone services.
- ◆ Takes minutes at meetings.

E. Related Key Work Activities

- ◆ Bills clients.
- ◆ Performs basic accounting functions, where required.
- ◆ Books rooms, client appointments and CVA's.
- ◆ Distributes and tracks loaner adaptive equipment.
- ◆ Orders supplies and equipment.
- ◆ Arranges Meals-on-Wheels.

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Date: May 16, 2024