

CLASSIFICATION GRID: 26

BENCHMARK TITLE: SCHEDULER 1

BENCHMARK NUMBER: 81711

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Develops and coordinates home support service schedules by preparing and adjusting schedules in accordance with care plans and applicable collective agreements.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Prepares and adjusts schedules, and allocates work assignments for Community Health Workers in accordance with client referrals, care plans, and applicable collective agreements.
2. Receives and documents client referrals and obtains required client information.
3. Communicates, updates, and informs clients regarding placement, including staff members' names, times of service, and changes to schedules. Informs staff of placement and client information.
4. Receives calls and/or requests from staff regarding absences such as vacation, sick leave, and leaves of absence, and assigns staff in accordance with applicable collective agreements upon approval of leave.
5. Informs supervisor regarding difficulties encountered in the placement of Community Health Workers.
6. Receives client feedback, and inquiries and complaints, and responds as required.
7. Completes and maintains related reports and documentation such as client and staff records and reports. Performs administrative support duties such as filing, photocopying, and data entry.
8. Provides input into performance appraisals of Community Health Workers.
9. Reviews and verifies Community Health Worker timesheets.
10. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Office Administration Certificate
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type at 50 wpm
- Business writing skills
- Knowledge of general office procedures
- Knowledge of medical terminology
- Ability to analyze and resolve problems