



## POSITION DESCRIPTION

**Position Title:** Scheduling Clerk  
**Department:** Home Care  
**Classification:** Clerk 3  
**Union:** CUPE Facility Support  
**Approved by:** Regional Lead – Community & Continuing Care  
**Date approved:** November 21, 2024

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### REPORTING RELATIONSHIPS

Position reports to: Manager, Health Services – Home Care

Positions supervised: None

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### POSITION PURPOSE

The Scheduling Clerk is responsible for coordinating assigning, maintaining and evaluating client and Direct Service Staff schedules. The Scheduling Clerk collaborates with the Home Care Case and Resource Coordinators and functions as an integral part of the health care team.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

### ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

#### **Resource Management** (Scheduling and Assigning)

- Reviews service requests from Home Care Case Coordinator and determines appropriate resources and availability.
- Ensures appropriate matching of resource staff to client needs based on information provided from service requests and Home Care Case and Resource Coordinators.
- Assigns and schedules Direct Service staff and interprets the purpose of the assignment and specific duties indicated.
- Schedules Direct Service staff vacation following Resource Coordinator approval.

- Ensures that staff assigned is appropriately skilled/ trained to provide the services requested.
- Provides assigned workers with written assignment information, specific duties, days, hours, and frequency, etc.
- Notifies Direct Service Worker of changes or termination of service as they occur and updates schedules accordingly within Procura.
- Maintains and assigns employee additional hour's availability in the Procura application.
- Ensures utilization of staff in accordance with collective agreements and program policies.
- Applies appropriate scheduling techniques using the Procura Scheduling system to reduce operational costs and according to Provincial Scheduling Optimization principles. e.g. travel time, split shifts, overtime, etc.
- Schedules staff in a cost-effective manner with a minimization of overtime.
- Schedules Direct Service Staff into training/education sessions as requested by the Resource Coordinator and/or Resource Coordinator Specialist.
- Provides client information and appropriate schedules to replacement staff.

### **Workload Management**

- Identifies and prioritizes workload on a systematic basis for self and staff.

### **Team Environment/Collaboration**

- Assists the Home Care Resource Coordinator in preparing and managing monthly vacation schedules.
- Consults with Home Care Case and Resource Coordinators as required.
- Reports pertinent information to the Resource Coordinator and/or Resource Coordinator Specialist.
- Liaison with other community supports i.e. ADP, Community Bath program, hospital and other group programs and activities.
- Identifies own educational needs and, in conjunction with the Resource Coordinator Specialist, develops an educational pathway to meet those needs.
- Participates in regular performance evaluations based on this position description.
- Attends and completes required regional annual in-services/self-learning modules and other regional education sessions as deemed appropriate.

### **General**

- Participates in the orientation of new Scheduling Clerks.
- Verifies and validates time sheets if requested.
- Attends staff meetings.
- Adheres to PHIA and FIPPA legislation.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

*Responsibilities and accountabilities are assigned in broad organizational objectives. The position is subject to review of general effectiveness and attainment of objectives through performance measurements.*

## **PERFORMANCE MEASUREMENTS**

1. Successful completion of probation.
2. Biannual performance appraisal.
3. Works within established guidelines and competencies as evidenced by reviews and audits.
4. Practice congruent with Southern Health-Santé Sud core values, strategic plan, policies/procedures and guidelines.

## **QUALIFICATIONS**

Education/Certification:

- Grade twelve (12) education or equivalent
- Preference will be given to Procura trained applicants

Knowledge required:

- Proficiency in Microsoft Office Applications and Outlook/Email
- Working knowledge of Home Care systems and programs.
- Working knowledge of Collective Agreements.
- Working knowledge in the usage of office equipment.

Experience required:

- Minimum one (1) year experience with electronic employee/client scheduling applications
- Minimum three (3) years' experience in a health care environment

Skills/Competencies/Conditions of employment:

- Demonstrated ability to schedule staff / clients in a computerized scheduling system.
- Demonstrated effective oral and written communication skills.
- Demonstrated ability to work effectively in a collaborative interdisciplinary environment.
- Demonstrated ability to function and make decisions independently.
- Demonstrated ability to use an analytical and inquiring approach to solve problems.
- Demonstrated ability to be flexible and well-organized.
- Demonstrated ability to work both independently with minimum supervision and as a team member.

- Demonstrated ability to meet tight deadlines and work in a time sensitive environment, managing competing priorities.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated ability to meet the physical and mental demands of the job
- Good work and attendance record
- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate
- All Health Care Workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy
- Requires a valid Class 5 driver's license, an all-purpose insured vehicle and liability insurance of at least \$1,000,000

## **WORK CONDITIONS**

- No hazardous or significantly unpleasant conditions
- May work occasionally evenings and weekends as necessary
- Will be required to travel to other regional facilities as the position duties may require

## **SALARY SCALE**

As per CUPE Collective Agreement

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*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*