



POSITION DESCRIPTION

POSITION TITLE:	HOME CARE – SCHEDULING CLERK - NURSING
DEPARTMENT:	HOME CARE
CLASSIFICATION:	CLERK III
UNION:	MGEU – FACILITY SUPPORT

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	NURSING SUPERVISOR – HOME CARE
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

The Home Care Nursing Scheduling Clerk works under the supervision of the Nursing Supervisor – Home Care performing various office functions including coordinating and maintaining scheduling for the Home Care nursing clients and staff. The Home Care Nursing Scheduling Clerk collaborates with the Home Care Case Coordinators and the Home Care Nursing department functioning as an integral part of the health care team. The position of Home Care Nursing Scheduling Clerk functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

SCHEDULING-

- Assists in the coordination of direct service nursing staff schedules by entering client care requirements in to the Home Care scheduling system.
- Responsible for ensuring schedules are adjusted in a timely manner based on the nursing scheduling report.
- Schedules direct service nursing into training sessions as requested by the Nursing Supervisor and communicates same to staff.
- Schedules staff in a cost-effective manner with a minimization of overtime.

- Applies appropriate scheduling techniques using the Electronic Home Care Record to reduce operational costs, e.g. travel time, overtime, etc.
- Notifies assigned direct service nurse of changes or termination of service as they occur and updates schedules accordingly within the Electronic Home Care Record.
- Provides client information and appropriate schedules to replacement staff, updates QHR as required.

ASSIGNMENT & COMMUNICATION-

- Assigns and communicates scheduling changes with the direct service nursing team, clients and other home care staff as necessary.
- Consults with Home Care Case Coordinator and Nursing Supervisor as required.
- Reports pertinent information regarding nursing availability, client care demands, inability to meet service requests, etc. to the Nursing Supervisor– Home Care.
- Provides assigned workers with daily assignments and required client information.
- Assists the Nursing Supervisor in preparing and managing monthly vacation schedules, and updates changes in QHR.
- Liaisons with other community supports ie: ADP, Community Bath program, hospital and other group programs and activities.

OVERALL-

- Reviews service requests from Home Care Case Coordinators and determines appropriate resources and availability based on client assessment data and care requirements from the electronic home care record.
- Interprets and applies regional policies and collective agreements as they pertain to remuneration, hours of work, scheduling and awarding of shifts.
- Ensures compliance with both PHIA and FIPPA as it pertains to employee information.
- Demonstrates high integrity to maintain confidentiality in all matters relating to staff and operations of IERHA.
- In conjunction with the Nursing Supervisor- Home Care matches service request to the appropriate direct service nurse, in accordance with Workplace Safety and Health requirements, MNU contract and Homecare policies and guidelines.
- Identifies and prioritizes workload on a systematic basis for self and staff.

OTHER-

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

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Completion of Grade 12 education required.
- Completion of Medical Terminology course preferred.

REQUIRED KNOWLEDGE:

- Demonstrated knowledge working within the QHR system.

- Demonstrated knowledge and understanding of cultural diversity as it related to clients and staff.

EXPERIENCE REQUIRED:

- Minimum 1 year scheduling nursing staff, preferably in a unionized environment and utilizing electronic scheduling tools.
- Minimum 1 year scheduling experience within the Electronic Home Care Record preferred.
- Recent Home Care experience preferred.
- Data entry experience required.

SKILLS/COMPETENCIES:

- Intermediate keyboarding and computer skills.
- General understanding of office practices and procedures and use of office equipment (computer, fax, etc).
- Effective oral and written communication skills.
- Strong organizational skills.
- Excellent customer service skills.
- Ability to establish and maintain effective interpersonal working relationships.
- Ability to apply critical thinking.
- Ability to work both independently with minimum supervision and as a team member.
- Physical and mental health to meet the demands of the job.
- 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 communicate in more than one language would be considered an asset.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- May be required to travel throughout the region as duties may require.
- No hazardous or significantly unpleasant conditions.
- All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.

WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: April 2023
Date

Revised: _____
Date

Approved by: _____
Regional Manager/ Supervisor _____
Date

Approved by: _____
Regional Lead/ CEO _____
Date

Reviewed by: _____
Regional Lead, Human Resources _____
Date

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.