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## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	HOME CARE - SCHEDULING CLERK
<b>DEPARTMENT:</b>	HOME CARE
<b>CLASSIFICATION:</b>	CLERK III
<b>UNION:</b>	MGEU – FACILITY SUPPORT

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## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	CLINICAL TEAM MANAGER – HOME CARE
<b>POSITIONS SUPERVISED:</b>	NOT APPLICABLE

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## POSITION SUMMARY

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

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## ESSENTIAL FUNCTIONS AND DUTIES

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

### Matching, Assigning and Scheduling

- Reviews service requests from Home Care Case Coordinator and determines appropriate resources and availability.
- Identifies and prioritizes workload on a systematic basis for self and staff.
- Consults with Home Care Case and Resource Coordinators as required.

- Schedules Home Care Attendants into training sessions as requested by the Resource Coordinator and communicates same to staff.
- Schedules staff in a cost effective manner with a minimization of overtime.
- Reports pertinent information to the Clinical Team Manager – Home Care.
- Verifies and validates time sheets.
- Trouble shoots payroll concerns as required.
- Provides assigned workers with weekly assignments and required client information.
- Assists the Home Care Resource Coordinator in preparing and managing monthly vacation schedules.
- Liaisons with other community supports ie: ADP, Community Bath program, hospital and other group programs and activities.
- Adheres to PHIA and FIPPA legislation.
- Assigns duties to the appropriate HCA, ensuring that staff assigned is appropriately skilled/ trained to provide the services requested in accordance with Delegated task guidelines, Workplace Safety and Health requirements, MGEU Community Support contract and Homecare policies and guidelines.
- Applies appropriate scheduling techniques using the Procura Scheduling system to reduce operational costs, e.g. travel time, split shifts, overtime , etc.
- Manages and audits the verification and processing of employee timesheets, mileage reports.
- Maintains and assigns employee additional hours availability in the Procura application-in accordance with collective agreement and program policy.
- Notifies assigned worker of changes or termination of service as they occur and updates schedules accordingly within Procura
- Provides client information and appropriate schedules to replacement staff.
- 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.

**OTHER**

- Performs other duties as assigned.

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**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Completion of Grade 12 education required.
- Preference will be given to Procura trained applicants.

**REQUIRED KNOWLEDGE:**

- Minimum 1 year years scheduling staff, preferably in a unionized environment and utilizing electronic scheduling tools.
- Demonstrated knowledge and understanding of cultural diversity as it related to clients and staff.

**EXPERIENCE REQUIRED:**

- Recent Home Care experience preferred.

**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.
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**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.
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**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: \_\_\_\_\_  
Date

Revised: \_\_\_\_\_  
July 2015  
Date

Approved by: \_\_\_\_\_  
Regional Manager/ Supervisor \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
Vice President/ CEO \_\_\_\_\_  
Date

Reviewed by: \_\_\_\_\_  
Vice President, Human Resources \_\_\_\_\_  
Date

*Position 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.*