



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	LONG TERM CARE - SCHEDULING CLERK
<b>DEPARTMENT:</b>	RECREATION
<b>CLASSIFICATION:</b>	CLERK II
<b>UNION:</b>	MGEU – FACILITY SUPPORT
<b>STD. GRP.</b>	103

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## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	REGIONAL RECREATION MANAGER
<b>POSITIONS SUPERVISED:</b>	NOT APPLICABLE

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## POSITION SUMMARY

The Long Term Care Scheduling Clerk works under the supervision of the Regional Recreation Manager Long Term Care, performing various office functions including coordinating and maintaining scheduling for visitation to the Personal Care Homes in the Region. The Long Term Care Scheduling Clerk collaborates with the Resource Coordinator and Regional Recreation Manager functioning as an integral part of the health care team. The position of Long Term 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:

Schedules Visitation to the Personal Care Home

- Reviews visitation requests and ensures equitable amount of visits per resident/family needs.
- Schedules visits for the personal care homes around the region.
- Identifies and prioritizes workload on a systematic basis for self and staff.

- Consults with Resource Coordinator and Regional Recreation Manager as required.
- Communicates effectively with family/visitors through various avenues such as telephone, email, etc.
- Reports pertinent information to the Regional Recreation Manager.
- Provides visitation schedule to the Uncertified Recreation Staff at the various sites.
- Adheres to PHIA and FIPPA legislation.
- Educates person requesting a visit in the visiting guidelines and proper use of protective equipment.
- Applies appropriate scheduling techniques utilizing electronic scheduling tools to reduce errors and overlaps.
- Notifies assigned worker at the site of changes as they occur and updates schedules accordingly.
- Provides 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 applicants with scheduling experience.

**REQUIRED KNOWLEDGE:**

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

**EXPERIENCE REQUIRED:**

- Minimum 3 months experience scheduling appointments, preferably in a unionized environment and utilizing electronic scheduling tools.

**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 residents 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.
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Created: November, 2020  
Date

Revised: \_\_\_\_\_  
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.*