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## POSITION DESCRIPTION

**POSITION TITLE:** HOME CARE SUPERVISOR - SCHEDULING

**DEPARTMENT:** HOME CARE

**CLASSIFICATION:**

**UNION:** NON UNION

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## REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** DIRECTOR - HOME CARE, SENIORS & ALLIED HEALTH

**POSITIONS SUPERVISED:** HOME CARE SCHEDULING CLERKS

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## POSITION SUMMARY

The Home Care Supervisor - Scheduling is responsible for the ongoing operations of the home care scheduling department, including the scheduling and supervision of staff. Primary responsibilities include the interpretation and application of regional and home care policies and Collective Agreements as they pertain to remuneration, hours of work, scheduling of hours, replacement of staff, awarding of shifts, and the development of procedures related to the input, processing and administration of scheduling related functions. This position assumes responsibility for both staff supervision and program leadership. The position of Home Care Supervisor- Scheduling 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:

- Responsible for the development and implementation of scheduling, scheduling policies and procedures, and the ongoing evaluation of overall departmental effectiveness, including the appropriate utilization of the applicable scheduling software.

- Acts as a primary resource to all users and the organization as it relates to the EHCR scheduling software, its utilization, and ongoing development.
- Responsible for providing training to staff (scheduling clerks) on EHCR and scheduling processes and guidelines.
- Has familiarity with the staffing requirements of Home Care to ensure that the appropriate delivery of client care is provided to the organization with the assistance of the Home Care scheduling department.
- Both directly and through the supervision of staff, provides the scheduling/staffing functions for Home Care services in the region.
- Has responsibility for human resource activity in the scheduling department including staff hiring, completion of performance appraisals, providing leadership, direction, and guidance to staff, and participation in all disciplinary actions.
- Interprets and applies regional and home care policies and collective agreements as they pertain to remuneration, hours of work, scheduling, and awarding of shifts.
- Responsible for the set up of new positions and changes to positions related to EHCR application including the ongoing maintenance of EHCR templates.
- Supervises and inputs the preparation and submission of all staff income information to the payroll department.
- Participates in the development of policies and procedures as they pertain to the home care scheduling department.
- Participates in the preparation and costing of proposals for collective bargaining regarding scheduling/staffing issues.
- Completes a variety of statistical reporting and data collection related to scheduling/staffing issues.
- Ensures that client care scheduling is adaptive and responsive to multi system influences.
- Ensures compliance with both *The Personal Health Information Act* and *The Freedom of Information and Protection of Privacy Act* as it pertains to staff and client information.
- Supports an environment which avoids, prevents, and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services.
- 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 twelve
- Education in leadership preferred

**REQUIRED KNOWLEDGE:**

- Comprehensive knowledge of the current MGEU (Facility Support and Community Support) Collective Agreement and all relevant IERHA home care policies, procedures and guidelines.
- Knowledge of home care scheduling practices and principles.

**EXPERIENCE REQUIRED:**

- Two (2) years scheduling experience required.
- Demonstrated computer skills and proficiency in Microsoft Office.
- Demonstrated proficiency with EHCR scheduling software.
- Health Care background preferred.
- Experience with QHR scheduling software preferred.

**SKILLS/COMPETENCIES:**

- Ability to establish positive working relationships with staff and management while ensuring confidentiality.
  - Ability to work independently.
  - Demonstrated organizational skills.
  - Demonstrated leadership skills.
  - Excellent communication skills and problem solving abilities.
  - Ability to promote and maintain positive working relationships in a team based working environment.
  - Good physical and mental health to meet the demands to the position.
  - 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 adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.


- 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**

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.

Created: June, 2023  
Date

Revised: \_\_\_\_\_  
Date

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

Approved by: \_\_\_\_\_  
Regional Lead/ CEO Date

Reviewed by: \_\_\_\_\_  
Regional Lead, 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 position 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.*