

PSW Program Scheduler Full-Time (Varying Shifts)

Reporting to the Manager, Central Intake and Scheduling, the Program Schedulers work collaboratively to support the day-to-day provision of client services. This includes coordinating the schedules to fill just in time gaps such as vacation and time off requests, absenteeism gaps, client not seen not found and additional hours of service requests.

Responsibilities include but are not limited to:

- Coordinating schedules for clients and staff
- Scheduling PSW staff – may including mastering of schedules in accordance with the *Employment Standards Act (ESA)*
- Communicating new assignments and/or schedule changes to Personal Support Worker staff and clients
- Identifying and addressing scheduling issues (i.e. call ins, no shows etc.)
- Providing support and assistance with problem solving to team members
- Documenting and reporting as required to Manager and/or Service Coordinator
- Entering all scheduling data into computer system in a timely manner and ensuring that data is accurate and complete
- Providing scheduling back up support to after-hours staff as needed
- Providing support to staff and clients as needed
- Maintain confidentiality of client, personnel, and agency operations

Qualifications required:

- Post-Secondary Diploma in Office Administration or Medical Administration, or a relevant education
- One (1) year experience utilizing computer applications such as Microsoft Office Suite and CRM software
- One (1) year experience in office administration
- Two (2) years' experience in scheduling staff
- Strong customer service skills
- Strong interpersonal, communication and organizational skills
- Good working knowledge of the principles of community support services including community, mental health and gerontology, volunteer management
- Must work every other weekend on rotation
- Ability to work varying shifts
- Satisfactory Police Vulnerable Sector Check or Enhanced Police Information Check
- Sensitivity to adults with needs related to aging, physical and/or mental health
- Adhere to COVID-19 safety practices including two doses of COVID-19 Vaccine (where medically able in accordance with our Immunization Policy)
- Must work in a safe manner and promote the health and safety of all staff, volunteers, clients and the community as outlined within CCD policies

Compensation: Starting at \$19 per hour; three (3) weeks' vacation per year of work (pro-rated to hours worked); 11 paid (including stat) holidays; health, insurance and pension benefits when eligible.

* Pay will be commensurate based on education and experience

Please apply in writing referencing posting #2022-186 outlining qualifications and experience by

**4:00pm on Friday, August 19th, 2022 to Human Resources, Community Care Durham
email: careers@communitycaredurham.on.ca**