



**North Eastman Health Association Inc.  
Job Description**

***Home Care  
Scheduling Clerk***

**Position Summary**

The Home Care Scheduling Clerk works under the supervision of the Manager, Home Care Services and performs various office functions under the direction of the Home Care Resource Coordinator, including coordinating and maintaining scheduling for the Home Care clients and staff. The Scheduling Clerk functions as an integral part of the health care team, and performs all duties in a manner consistent with and supports the Mission, Vision, Values of the North Eastman Health Association.

**Reports To:** Manager of Home Care Services (under the daily direction of the Home Care Resource Coordinator)

**Location:** Various sites throughout the region

**Supervises:** Not applicable

**Union:** MGEU – Community Support

**QUALIFICATIONS:**

**Education and Experience**

- Completion of Grade 12 education required
- Recognized Health Care Aide certificate or equivalent in work experience required
- Recent Home Care experience preferred

**Knowledge, Skills and Abilities**

- Intermediate keyboarding and computer skills
- Knowledge of and recent experience with staff scheduling procedures
- General understanding of office practices and procedures and use of office equipment (computer, fax, etc)
- Effective oral and written communication skills
- Sound organizational 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
- Ability to maintain positive relationships with others
- 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 demands

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**POSITION DUTIES AND RESPONSIBILITIES:**

**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.
- Ensures appropriate matching of resource staff to client needs based on information provided from service requests and Home Care Case and Resource Coordinators.
- Assigns and schedules resource staff and interprets the purpose of the assignment and specific duties indicated. Consults with Home Care Case and Resource Coordinators as required.
- Provides assigned workers with written assignment information, specific duties, days, hours, and frequency, etc.
- Notifies Direct Service Workers of resumption and termination of services.
- Ensures utilization of staff in accordance with collective agreements and program policies.
- Schedules staff in a cost effective manner.
- Reports pertinent information to the Home Care Resource Coordinator.
- Verifies and validates time sheets. Trouble shoots payroll concerns.
- Completes administrative information and documentation related to WCB, sick leave, pension plan, incident reports, over-cost and other areas as required.
- Assists the Home Care Resource Coordinator in preparing and managing monthly vacation schedules.
- Adheres to PHIA and FIPPA legislation.

**Workplace Safety and Health**

- 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.
- Other duties as assigned.

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

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

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

Reviewed by: \_\_\_\_\_  
Director, Human Resources Date