



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

Home Care Resource Coordinator

Position Summary

Under the supervision of the Manager, Home Care Services, the Home Care Resource Coordinator is responsible for the scheduling, coordination and administration of Direct Service Workers in accordance with the collective agreement and program policies. The Home Care Resource Coordinator is responsible for the recruitment, orientation, matching and scheduling, supervision and effective performance management of resource staff. The position of Home Care Resource Coordinator functions in a manner consistent with, and supports the Mission, Vision and Values of the North Eastman Health Association.

Reports To: Manager, Home Care Services

Location: Various sites throughout the region

Supervises: The following classification report to the incumbent:

- Home Care Attendants
- Home Support Workers

Union: MGEU – Technical Professional

QUALIFICATIONS:

Education and Experience

- Post secondary education in health/ social services and/ or Human Resource Management an asset
- Two years experience in scheduling staff in work assignments
- Experience working with the elderly an asset

(other combinations of education and experience will be considered)

Knowledge, Skills and Abilities

- Exceptional organizational skills
- Effective oral and written communication skills
- Demonstrated ability to supervise staff, preferably in a unionized environment
- Ability to maintain positive relationships with others
- Knowledge and experience in a computerized environment, utilizing programs such as Excel, Word, Outlook, Publisher
- Ability to manage deadlines and competing demands
- Valid driver's license and vehicle required

POSITION DUTIES AND RESPONSIBILITIES:

Recruitment:

- Identifies recruitment needs and liaises with Human Resource Department regarding recruitment strategies and activities.
- Screens, interviews and selects staff based on established selection criteria and NEHA policies and procedures. Notifies applicants of the status of their applications and outcomes.
- Coordinates orientation schedule with new staff ensuring understanding of responsibilities, administrative policies and procedures, program guidelines, and safe work practices and procedures.

Matching, Assigning and Scheduling:

- Reviews service requests from Home Care Case Coordinator and determines appropriate resources and availability.
- Ensures appropriate matching of resource staff to client needs based on information provided from service requests and Case Coordinator.
- Responsible for completion of administrative records and notifications.
- Assigns and schedules resource staff and interprets the purpose of the assignment and specific duties as indicated. Consults with Case Coordinator as required.
- Ensures the utilization of staff in accordance with collective agreements and program policies.
- Schedules staff in a cost effective manner.
- Prepares and manages monthly vacation schedules.

Supervision:

- Supervises staff by telephone direction, office meetings and on-site visits to ensure appropriate utilization of service and maintenance of standards.
- Provides staff and clients with information and consultation regarding changes in service requests/care plans and program administration.
- Consults with staff regarding service delivery issues, such as client functioning and environment and client/staff related problems.
- Receives and investigates complaints and occurrence reports involving staff. Submits reports to Case Coordinator and/or Manager of Home Care Services.
- Manages employee performance and determines corrective action after investigation of incident/concern. Disciplines staff by verbal/written reprimand in accordance with protocols.
- Completes performance appraisals annually and after completion of probationary period.
- Ensures understanding of and compliance with Workplace Safety and health policies, procedures and safe work procedures.

Resource Management:

- Identifies and prioritizes workload on a systematic basis for self and staff.
- Maximizes resources to meet service needs.
- Consults with supervisor and program staff as, if, and when required.
- Interprets and administers the collective agreement.

- Identifies resource development needs, service trends and gaps and communicates same to Manager.
- Responsible for ensuring accuracy and provides timely approval for all staff timesheets, mileage claims and benefits registration.
- Processes and approves workers compensation claims and manages all time loss requests.

Workplace Safety and Health

- 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.
- Other duties as assigned.

Revised: _____
Date

Approved by: _____
Manager/ Supervisor Date

Approved by: _____
Vice President/ CEO Date

Reviewed by: _____
Director, Human Resources Date