



# *Provincial Job Description*

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***TITLE:***  
**(209) Home Care Scheduler**

***PAY BAND:***  
**12**

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***FOR FACILITY USE:***

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***SUMMARY OF DUTIES:***

**Coordinates and maintains scheduling for Home Care clients and staff.**

***QUALIFICATIONS:***

- ◆ **Office Administration certificate**

***KNOWLEDGE, SKILLS & ABILITIES:***

- ◆ **Intermediate computer skills**
- ◆ **Interpersonal skills**
- ◆ **Organizational skills**
- ◆ **Communication skills**
- ◆ **Analytical skills**
- ◆ **Ability to work independently**
- ◆ **Basic medical terminology**

***EXPERIENCE:***

- ◆ **Previous: Twelve (12) months previous experience working in an office environment to gain organizational skills and an understanding of functional requirements of the organization.**

## ***KEY ACTIVITIES:***

### **A. Scheduling**

- ◆ **Creates and maintains schedules in accordance with collective agreement requirements and departmental policies.**
- ◆ **Provides staffing for leaves or other absences.**
- ◆ **Schedules client appointments/visits according to care plans, client requests and staff availability.**
- ◆ **Enters scheduling data, creates schedules.**
- ◆ **Contacts care providers and clients regarding day-to-day changes.**
- ◆ **Communicates with and informs client/family regarding services.**
- ◆ **Maintains client database (e.g., admission, discharge, billing information).**
- ◆ **Maintains client and staff statistics, reports and policy and procedure manuals.**
- ◆ **Maintains call-in list.**
- ◆ **Ensures seniority lists are up-to-date.**
- ◆ **Schedules education sessions for staff.**
- ◆ **Communicates shift availability with staff via email, text and telephone.**
- ◆ **Ensures field staff is accounted for at each visit.**
- ◆ **Provides occasional guidance to the primary function of others including training.**
- ◆ **Provides functional guidance to staff and managers on collective agreements, scheduling processes and computerized scheduling programs.**

### **B. Administration**

- ◆ **Collects, verifies, enters data, transmits and submits flow sheets to payroll.**
- ◆ **Identifies errors and makes corrections.**
- ◆ **Creates and maintains spreadsheets.**
- ◆ **Verifies mileage and inputs travel logs.**
- ◆ **Tracks and enters cell phone payments.**
- ◆ **Compiles statistical reports on services provided.**
- ◆ **Assists employees in filling out forms.**

### **C. General Office Duties**

- ◆ **Performs general office duties (e.g., photocopies, scans, files, emails).**
- ◆ **Provides reception/telephone services.**
- ◆ **Takes minutes at meetings.**

**D. Related Key Work Activities**

- ◆ **Bills clients.**
- ◆ **Performs basic accounting functions, where required.**
- ◆ **Books rooms, client appointments and CVA's.**
- ◆ **Distributes and tracks loaner adaptive equipment.**
- ◆ **Orders supplies and equipment.**
- ◆ **Arranges Meals-on-Wheels.**

*The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.*

*Validating Signatures:*

*CUPE:*

*SEIU:*

*SGEU:*

*SAHO:*

*Date: May 16, 2024*