Employment Opportunity

**Position Title:** Scheduler 1  
**Department:** Home Support Services  
**Location:** 2723 Quadra St.  
**Remuneration:** BCGEU Wage Grid  
**Start Date:** As soon as possible  

**Position Number:** 2017-37  
**Days/Hours of Work:** Various days/hours  
**Posting Period:** Ongoing  
**Status:** Casual  
**Union:** BCGEU

**JOB SUMMARY:**
We are an award-winning and Accredited not-for-profit that helps people and improves lives through a range of programs and services, including being Island Health Authority’s sole provider of home support care in greater Victoria and the outer Gulf Islands. We offer a competitive salary, comprehensive benefits package and a rewarding, stimulating work environment.

To help us deliver compassionate, efficient, and quality Home Support care, we’re looking for energetic, positive, motivated individuals to join our Scheduling team.

**DUTIES AND RESPONSIBILITIES:**

- Plans and adjusts HCA/Community Health Worker schedules in advance, and allocates work assignments to HCA/CHWs in accordance with client referrals, care plans, and applicable collective agreements.

- Communicates, updates, and informs clients regarding placement, including staff members’ names, times of service, and changes to schedules. Informs staff of placement and client information.

- Receives calls and/or written requests from staff regarding absences such as vacation, sick leave, and leaves of absence, and assigns staff in accordance with applicable collective agreements upon approval of leave.

- Informs the appropriate person(s) regarding any difficulties encountered in the placement of CHWs

- Receives client feedback, inquiries and complaints, and responds as required.

- Completes and maintains related reports and documentation such as client and staff records and reports. Performs administrative support duties such as filing, photocopying, and data entry.

- Demonstrates compassionate culturally safe, relationship centred care with the client and their family

- Utilizes active listening to communicate respectfully and Compassionately with the client, family and health care team member(s)

- Works collaboratively with other health care team members to ensure appropriate care to clients
• Demonstrates the ability to evaluate the effectiveness of own actions
• Assists in the implementation of operational projects, adherence to operational efficiencies, support of colleagues and other scheduling assignments as assigned
• Complies with the Beacon Community Services Health and Safety Management Program and all applicable safety standards, regulations, directives, and procedures.
• Understands own values and attitudes and their effect on client’s rights to establish successful client-caregiver relationships
• Performs other related duties as assigned.

QUALIFICATIONS/REQUIREMENTS:
• High school diploma
• Computer aptitude with relevant skills including Windows-based computer knowledge
• Minimum typing speed of 40 wpm
• Previous experience in a fast paced, community based health care setting is an asset
• Previous experience with Procura software is an asset
• WHMIS Certificate (may be completed upon hire within a specific period of time)
• A clear Police Criminal Record Check and a clear Solicitor General Criminal Record Check upon hire
• Able to effectively use a computer and electronic devices

KNOWLEDGE, SKILLS AND ABILITIES:
• Ability to professionally deal with employees, managers, clients and their families, and the general public in a courteous, efficient, and discrete manner
• Ability to resolve conflict in a timely and respectful manner, incorporating conflict resolution principles and theory
• Ability to initiate improvement and to work accurately and quickly with a minimum of supervision
• Ability to communicate effectively, both verbally and in writing including business writing and documentation skills
• Ability to work independently and in cooperation with others
• Ability to manage multiple and conflicting priorities and remain calm in crises
• Ability to maintain confidentiality
• Ability to operate related equipment
• Physically able to carry out the duties of the position

WE LIVE SAFETY!
The safety of our clients, staff and volunteers is a priority of Beacon Community Services. We promote healthy and safe working conditions in all of our operations. We are committed to continuously improving safety and it is essential to this position. We further support safety through the active participation and cooperation of management, supervisors, workers and joint occupational health and safety committees.

APPLICATIONS:
All interested applicants can Apply Now! quoting the position vacancy number 2017-37. Please note only those applicants who are selected to continue in the recruitment process will be contacted.