

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: 2018-04
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.
- Support clients, employees and health authority in a dynamic and high-paced call center
- 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 co-operation of management, supervisors, workers and joint occupational health and safety committees.

APPLICATIONS:

All interested applicants can [Apply Now!](#) quoting the position vacancy number 2018-04. Please note only those applicants who are selected to continue in the recruitment process will be contacted.