

**CLASSIFICATION GRID:** 10 NEW GRID 32  
(As of April 1, 2019)

**BENCHMARK TITLE:** SCHEDULER 2

**BENCHMARK NUMBER:** 81712

**JOB FAMILY:** CLIENT SERVICES

**SCOPE AND LEVEL DEFINITION**

Provides direction to Community Health Workers and/or other staff, responds to inquiries and complaints related to the delivery of home support services, and prepares and adjusts schedules in accordance with care plans and applicable collective agreements.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Provides direction to Community Health Workers and/or other staff, monitors attendance and performance, calls in staff as required, and forwards vacation requests for approval.
2. Receives client referrals, obtains required client information, and assigns and schedules work assignments in accordance with care plans and applicable collective agreements.
3. Responds to client feedback, and inquiries and complaints related to the delivery of home support services, by investigating and taking required action.
4. 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.
5. Receives calls and/or 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.
6. Completes and maintains related records and documentation such as client and staff records and reports. Performs administrative support duties such as filing, photocopying and data entry.
7. Provides input into performance appraisals of Community Health Workers and/or other staff.
8. Reviews and verifies Community Health Worker timesheets.
9. Performs other related duties as assigned.

**QUALIFICATIONS**

**Typical Education, Training, and Experience**

- Grade 12
- Office Administration Certificate
- Recent, related experience of two years  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

**Typical Skills and Abilities**

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to type at 50 wpm
- Business writing skills
- Knowledge of general office procedures
- Knowledge of medical terminology
- Ability to analyze and resolve problems