



SCHEDULER/RECEPTIONIST

JOB POSTING

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| Position Title: | Night Scheduler/Receptionist | Employee Group: | Permanent Part Time |
| Department: | Administration | Classification: | Non-Union |
| Posting #: | ADM REC PERM PT 2022-07 | Hourly Rate: | TBD |
| Application Deadline: | Until filled | Hours: | 2300 h to 0700 h; 45 hours per pay/Weekends |
| Application Details: | Submit Resume and Cover Letter | Start Date: | ASAP |

Holland Christian Homes is seeking energetic and motivated Scheduler/Receptionist to join its team. We offer a competitive salary, benefits, EFAP, RRSP and more!

ORGANIZATION BACKGROUND:

Holland Christian Homes consists of 6 independent/Assisted Living apartment towers, as well as Faith Manor and Grace Manor which are private, non-profit Christian Long-Term Care facilities situated in the City of Brampton. Holland Christian Homes is a growing, dynamic, innovative organization that provides a full continuum of care to individuals in a Christian atmosphere.

POSITION SUMMARY:

The Night scheduler/Receptionist will report to Admission Manager, Tenant Business Services and will support the call-in process for all front-line employees in the evenings, nights or weekend. This position is required to maintain both manual and computerized Staff Scheduler Care System, conduct and keep detailed records and documentation of all time and attendance activities including call-in procedures for the department classifications and scheduling. Operate switchboard for entire facility during the evenings and weekends. Performs various receptionist, clerical duties and security duties, monitoring security cameras.

Major duties and responsibilities include:

- Promptly answers switchboard in a courteous manner screening and directing calls to the appropriate Department Head, Faith Manor and Grace Manor or appropriate staff member.
- Promotes public relations by assisting tenants with their enquiries and if necessary directs them to the appropriate staff in the Administration Department, Towers Nursing Office, Department Head or Weekend Manager.
- Promotes public relations by receiving visitors, sales- persons and answering all inquiries cordially.
- Using Staff Schedule Care to replace staffing when they call-in during the weekend, evenings and nights to maintain approved or budgeted staffing levels
- Ensures on-going communication (both written and verbal) with all key positions responsible for Time and Attendance and providing necessary tools and information i.e. Call-in Staff logs
- Responsible to maintain manual and computerized scheduling in Staff Scheduler Care System
- Maintains accurate documentation and records for all matters handled
- Maintains the time and attendance information in the Staff Schedule Care system is accurate
- Ensures accurate employee Time & Attendance records are maintained in accordance with company policies, collective agreement and applicable laws and requirements
- Books and logs all Agency staff used



- Immediately informs the Assistant/Director of Resident Care or manager when staff breach Holland Christian Homes' Time and Attendance Policy, engage HR as necessary
- Monitors channel 1 on the two-way radio for any possible emergency code requests and notification of all team members
- Assists with issuing all time and attendance reports for each department/Manor/TNO
- Responsible for selling tickets and collecting money for all social functions when require.
- Responsible for photocopying, as required, for tenants, charging a fee where applicable as per price list.
- Responsible for re-routing all mail received for deceased, discharged or moved residents and tenants when required.
- Responsible for recording and booking Nursing Home tours for the Admissions Coordinator when require.
- Responsible for noting name and address of prospective tenants and mailing out information and application package.
- Responsible for preparing and distributing Memorial Notices based on information received from the Pastors.
- Responsible for preparing "Thank You Notes" for donations made to Holland Christian Homes and sending an acknowledgement to family when applicable.
- Responsible for receiving and distributing applications from volunteers to the Volunteer Services Department.
- Responsible for receiving payments for Guest rooms and giving keys to guests when require.
- Responsible for maintaining Key Log Book and Move In/Move out Calendar.
- Responsible for keeping counter and reception area neat and tidy.
- Identify wandering residents.
- Knows theory and application for fire emergency and disaster policies and procedures.
- Participates in the development and implementation of policies and procedures for reception.
- Uses physical facilities, supplies and equipment effectively and economically.
- Responsible to photocopy and distribute to specific areas 950-960 copies of "Tie That Binds" monthly.
- Responsible to photocopy the Volunteer Newsletter.
- Responsible to shred old documents as per request.
- Responsible to photocopy the monthly Towers Activity Calendars and Activity sheets from the Activities Department and call the volunteers for pickup when ready.
- Responsible to fill out new key request forms from individual tenants as requested and to send to TNO for authorization.
- Promote a safe workplace through hazard reporting, adherence to safe work practices, and participation in safety training.
- Contact IT Support or TCS Customer Service with regards to telephone or internet issues.
- Ensure strict confidentiality regarding the staff and overall operations and all private information
- Performs other duties and responsibilities as assigned by the direct supervisor

Qualifications:

- Post-secondary education in administrative and/or clerical experience related to office management or equivalent education.
- Related healthcare diploma/certificate is preferable.
- 1-2 years' experience managing employee schedules or scheduling experience
- Competence in computer applications including Microsoft Office Suite.
- Knowledgeable in office procedures, office machines (including the software Staff Schedule Care and Norstar Switchboard is preferable).
- Ability to work under conditions of constant interruption being undisturbed by the complexities of the variety of minute details.
- Ability to demonstrate diplomacy and professionalism when working with families and other professionals.
- Exceptional interpersonal and customer service skills
- Demonstrated success in communicating with all levels of the organization that includes communicate effectively with staff, residents, families/visitors delivery/service personnel and the general public.
- Excellent problem solving, conflict resolution, and decision-making skills.
- Good judgment skills and the ability to handle and maintain confidential information



- Ability to multi-task and prioritize workload.
- Ability to work independently as well as function as part of a multi-disciplinary team.
- Ability to be proactive and take initiative where required.
- Ability to focus on assigned tasks
- Detail-oriented and professional
- Demonstrated ability to observe boundaries, engage in appropriate emotional regulation, refrain from dual relationships with residents, maintain confidentiality, and engage in reasonable self-care strategies designed to reduce stress by balancing work/life responsibilities.
- Ability to read, write, and speak English. Ability to understand and/or speak the Dutch language an asset.
- Clear TB test, annual Flu Immunization unless medically exempt
- Satisfactory Vulnerable Sector Screening (Police Check)
- Full Covid-19 (two doses) vaccination

Interested and qualified applicants should forward a resume and cover letter in Word or PDF format (as ONE document), indicating the Posting Number to Human Resources at jobs@hch.ca

Holland Christian Homes welcomes diversity in the workplace and encourages applications from all qualified individuals.

Holland Christian Homes is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation for disability during any stage of the recruitment process, please indicate this in your cover letter.

Applicants agree that by providing personal information in response to this posting, and otherwise in any recruitment process with the Company, such personal information may be retained and used by HCH for a period of one (1) year from the date of this application, for the purpose of consideration for employment opportunities which may arise during that time period, unless an Applicant notifies the Company to the contrary."

We thank all applicants for their interest in this position, however, only those individuals selected for an interview will be contacted. No phone calls please.

Disclaimer:

In keeping with Long Term Care reform, best practices, funding and direction this position may later require knowledge, skills, abilities and working conditions not noted here.