



## FM Scheduler

### JOB POSTING

<b>Position Title:</b>	Scheduler	<b>Employee Group:</b>	Permanent Full-Time
<b>Department:</b>	FM Nursing	<b>Classification:</b>	Non-Union
<b>Posting #:</b>	FM SCH PERM FT 2024-40	<b>Hourly Rate:</b>	TBD
<b>Application Deadline:</b>	Until Filled	<b>Hours/Week:</b>	75 hours per pay
<b>Application Details:</b>	Submit Resume and Internal Application Form <a href="mailto:jobs@hch.ca">jobs@hch.ca</a>	<b>Hours:</b>	0900 h to 1700 h (Every other Weekend)
<b>Start Date:</b>	ASAP		

### Position Summary:

The Staff Scheduler position is primarily responsible for conducting Time & Attendance processing for all nursing department positions including bi-weekly dynamic scheduling, bi-weekly payroll corrections, and the call-in process for all front-line employees in the nursing department. This position is required to maintain both manual and computerized Staff Schedule Care System conduct and keep detailed records and documentation of all time and attendance activities including day-to-day call-in procedures for the nursing department classifications, scheduling and other human resources and payroll administration accountabilities as required by Director of Human Resources and the Director of Resident Care.

### Organization Background:

Holland Christian Homes consists of 6 Independent/Assisted Living 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 in the Region of Peel. Holland Christian Homes is a dynamic, innovative organization that provides a full continuum of care to individuals in a Christian atmosphere.

We believe that individuals requiring our services have the right to a lifestyle that adequately meets their physical psychological, social, cultural and spiritual needs. These services are provided by fully qualified professional staff who deliver care using a holistic approach to provide quality care and quality of life to individuals.

### Specific responsibilities include:

- Maintain the time and attendance information in the Staff Schedule Care system is accurate.
- Daily management, review of our Time & Attendance system, both manual and computerized systems, for all nursing employees.
- Ensuring that the nursing department's Dynamic schedules are uploaded and inputted on a regular basis.
- Ensure all department Dynamic Schedules are filled with appropriate staff levels for the nursing department, shifts, classifications aligned to their respective Master schedules as approved by the Director of Resident Care.
- Ensuring 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.
- Maintains accurate documentation and records for all matters handled
- Create post and maintain bi-weekly Dynamic Schedules for the nursing department ensuring budgetary alignment and in accordance with the DRC's approvals.
- Create six (6) week paper schedules for the Calendar year.
- Create, review and post all vacation schedules once all approvals have been made as per the collective agreement and Holland Christian Homes' policy and procedures.



- Review, and respond to all nursing employees' vacation requests and all other requests for specific days off (Float days, Statutory Holidays, Statutory Lieu days, vacation days).
- Track annual vacation/time off requests, create department vacation schedules.
- Create and post-Christmas schedule.
- Coordinate the scheduling of staff, including replacing staff during short-term absences, approving shift exchanges and requests for time off
- Manage all requests for planned absences except for Planned Leave of absences (Maternity/Parental, non-emergency medical, Personal leaves).
- Conduct and manage the Call-in process and procedures for all nursing classifications/positions, Monday to Friday.
- Management and execution of Call-in procedures for the nursing department and all classifications for temporary unplanned absences.
- Create Time Analysis reports on a bi-weekly basis or as or as required, in order to analyse staffing patterns comparing Master and Dynamic schedules to ensure budgetary alignment.
- Coordinate the posting of vacancies within the FM and GM Nursing Departments
- Report and update the Director of Resident Care or Administrator in regard to employees' absences. The Director of Resident Care must provide final approval for all employee absences including sick leave, vacation, leave of absences, etc.
- Track new hires and provide Orientations scheduled.
- Provide orientation and support to employees on all Time & Attendance policies and expectations
- Communicate and educate nursing employees on all benefit entitlements for Time-off, including legislative requirements and Holland Christian Home's specific benefits
- Communicate and educate employees about specific collective agreement provision relating to Time & Attendance
- Create and maintain detailed documentation and records as required for all accountabilities in accordance with policies, collective agreement and related legislation
- Immediately inform the Director of Resident Care when nursing staff breach Holland Christian Homes Time & Attendance policies; engage HR as necessary
- Create, produce and analyze daily, bi-weekly and monthly reports, or as required, specific Time & Attendance reports to identify exceptional circumstances, breaches in Time & Attendance policies and expectations, (late arrivals, early departures, missed punches and forgetting card key). Inform Director of Resident Care of any attendance issues.
- Communicate, on a regular basis, with DRC and Human Resources concerning any specific exceptions, developing patterns and extenuating circumstances relating to Time & Attendance; (i.e. employee non-compliance or budget variations).
- Ensures accurate employee Time & Attendance records are maintained in accordance with company policies, collective agreement and applicable laws and requirements.
- Participate in levels of progressive discipline with DRC and/or Human Resources only when requested;
- Create tracking sheet for High Intensity Requests.
- Create shifts for High Intensity Requests and find available staff.
- Renewal of the residents Health Cards with the MOHLTC.
- Prepare new admission and welcome packages for New Residents.
- Enter new admission in VTrim and send to team.
- Update new resident/deceased and transfers in the manor and post.
- Create labels for lab requisitions and belongings.
- Order or Create Residents Name Plate – new admissions.
- Update and send updated FM/GM Alphabetical and Room order lists to Department Head.
- Update bath lists.
- Update Fire List, daily reports and post on floors.
- Create and Mail annual IDCC letters to Resident/ POA's.
- Process "request for repair" requests for Manors
- Maintain office flow includes incoming and outgoing mails, packages, parcels, etc.
- Archive, pull, destroy and shred (or arrange shredding) deceased files and other Nursing files upon death of residents.



- Post Memos for staff from Management for any upcoming events etc.
- Take, upload and add resident pictures to dining rooms and Point Click Care (PCC)
- In Grace Manor, set up carts for Specialist Doctor cart for them to visit residents (Botox, Dentist and Eye care team), maintenance and delivery of Palliative Care Cart.
- Order Office supplies, day to day nursing supplies in GM
- Maintain and update resident filing cabinet and clear Nursing folders on each unit in GM
- Change resident mattress to specialty (air mattress and other specialty ones) when required.
- 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 diplomas/certificates are preferable.
- 1-3 years' administrative experience in Long Term Care, healthcare or related industries
- 1-3 years' experience creating and managing employee schedules.
- Pleasant, professional and diplomatic telephone manner.
- Superior organization, time management and planning skills.
- 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.
- Strong analytical and problem-solving abilities
- 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 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
- Ability to effectively handle multiple tasks simultaneously
- Ability to work under conditions of frequent interruption, being undisturbed by the complexities and variety of minute details.
- Competence in computer applications including Microsoft Office and Outlook.
- 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.
- A satisfactory and current Vulnerable Sector Screening.
- Evidence of a negative 2 step TB Test, full COVID-19 vaccination and up to date immunizations including Flu Shot (unless medically exempt)

**Interested and qualified applicants should forward a Resume and Cover Letter (as ONE document in PDF format) to: Human Resources e-mail: [jobs@hch.ca](mailto:jobs@hch.ca)**



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*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.*