



# *Provincial Job Description*

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***TITLE:***  
**(470) Staff Scheduling Coordinator**

***PAY BAND:***  
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***FOR FACILITY USE:***

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***SUMMARY OF DUTIES:***

Responsible for the establishment, coordination and maintenance of Scheduling Services.

***QUALIFICATIONS:***

- ◆ Office Administration certificate

***KNOWLEDGE, SKILLS & ABILITIES:***

- ◆ Organizational skills
- ◆ Analytical skills
- ◆ Intermediate computer skills
- ◆ Interpersonal skills
- ◆ Communication skills
- ◆ Leadership skills
- ◆ Problem solving skills
- ◆ Ability to work independently

***EXPERIENCE:***

- ◆ **Previous:** Twenty-four (24) months previous experience working as a Staff Scheduler with a computerized scheduling system and collective bargaining agreements to consolidate knowledge and skills.

## ***KEY ACTIVITIES:***

### **A. Administration / Coordination**

- ◆ **Coordinates/prioritizes work flow and workload of Scheduling Services.**
- ◆ **Assigns and checks work of Staff Schedulers and provides feedback.**
- ◆ **Provides department orientation and identifies training needs.**
- ◆ **Assists managers in the development of replacement guidelines.**
- ◆ **Assists in developing communications strategies within the department, inter-departmentally and regionally.**
- ◆ **Provides input into staff performance, appraisals and performance reviews.**
- ◆ **Identifies/develops/conducts staff development programs.**
- ◆ **Provides leadership and technical instruction on scheduling and processing issues to schedulers and other staff (e.g., employees, managers, Human Resources, Payroll).**
- ◆ **Retrieves, analyses and presents scheduling data for the purposes of education, research, quality improvement, program planning and statistical reporting.**
- ◆ **Performs data analysis and audits on information for accuracy (e.g., payroll queries, leave of absence (LOA) database, call-in lists).**
- ◆ **Plans, develops and implements scheduling strategies and solutions including process reviews to assess and to address scheduling services throughout the region through discussions with internal and external parties.**
- ◆ **Assists in establishing and implementing policies, procedures and Quality Improvement initiatives.**
- ◆ **Assists in implementing a computerized scheduling system and Centralized Scheduling processes for departments/facilities within the region.**
- ◆ **Develops strategies for working with collective agreements, regional policies and scheduling protocols for situations that the computerized scheduling system cannot accommodate.**
- ◆ **Researches and responds to complex scheduling issues and inquiries (e.g., call-in inquiries, grievances, coding, master rotations, report interpretations).**
- ◆ **Provides master rotation support to units/sites by assessing, adjusting and/or developing master rotations that will optimize the use of Human Resources.**
- ◆ **Responds to written and verbal requests for information in accordance with region policies and federal/provincial legislation.**
- ◆ **Updates policy and procedure manuals.**
- ◆ **Assists with strategic planning and implementation of new initiatives.**
- ◆ **Assists with development of vision/goals/objectives of the department.**
- ◆ **Evaluates new technology/equipment and arranges maintenance.**

### **B. Central Scheduling Coordination**

- ◆ **Calls and schedules staff for replacement of short-notice absences, leaves of absences (e.g., vacations, extended sick leaves) and schedules adjustments using a computerized scheduling system and according to Centralized Scheduling processes, collective agreement language, manager guidelines and the employee's proforma information.**

**B. Central Scheduling Coordination (cont'd)**

- ◆ Processes data for employee workspace (e.g., new hires, employee status changes).
- ◆ Prints, verifies and processes employee daily flow sheets.
- ◆ Verifies scheduling changes as a result of changes to collective agreements.
- ◆ Applies collective agreement provisions regarding scheduling.
- ◆ Reviews, formats and enters manager guidelines into the guideline database.
- ◆ Ensures master rotation schedules are developed in accordance with collective agreement requirements and departmental policies/procedures.
- ◆ Conducts or facilitates process reviews to assess established procedures or guidelines.
- ◆ Provides input into forms standardization (e.g., leave/vacation forms).
- ◆ Liaises with facilities/departments/managers/scheduling staff/payroll regarding staffing and scheduling.
- ◆ Creates, maintains and organizes employee scheduling data (e.g., proforma information).
- ◆ Implements, coordinates and administers Workers' Compensation Board (WCB)/disability claims and payroll/seniority adjustments in employee schedules.
- ◆ Coordinates Return-to-Work (RTW) programs with RTW department and department managers.
- ◆ Answers inquiries about organization personnel policies and/or collective agreement provision application as related to scheduling.

*The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.*

*Validating Signatures:*

*CUPE:*

*SEIU:*

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*SGEU:*

*SAHO:*

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*Dated: February 11, 2016*