



helping
seniors live
independently



Job Title:	Scheduling Officer		
Department/Group:	Staff	Position Type (FT, PT, Relief, etc.):	Part-time Contract (1 year contract)
Location:	Remote	Level/Salary Range:	\$19.50 per year
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Job Details

Peel Senior Link, a non-profit charitable organization established in 1993, provides personal care & home-making and other complementary support services. Peel Senior Link maximizes independent living--helping seniors live with dignity, stability, and safety. Peel Senior Link is funded by the Ministry of Health and Long-Term Care through Ontario Health - Central, grants, and personal and corporate donations.

We are currently seeking a Scheduling Officer. Reporting to the Operations Manager, this position manages the staffing schedules of all front line staff in accordance with the Collective Agreement, ensuring all agency sites have daily, 24 hour shift coverage to meet client care needs.

Key Responsibilities

- When contacted by staff unable to report for their scheduled shift, arrange for shift coverage, record changes in PSL's client information and management system, and notify supervisors of any temporary changes to site schedules.
- Maintain a record of all sick calls/other time-off issues based on scheduling calls and on-call reports.
- Maintain on-call availability and provide an updated version to the on-call supervisor at day's end (check with staff to ensure their availability remains unchanged).
- Respond to email and telephone calls from staff on various issues, such as collecting availability, noting problems with schedules and fixing accordingly, and updating staff schedules while ensuring appropriate record keeping of all changes to staffing schedules throughout the scheduling period.
- Liaise with HR and site supervisors with regard to new hires, open lines, start dates, site orientations, and medication training coordination as needed.
- Meet new hires, review scheduling procedures for new staff.
- Update relevant communication records, together with HR, to ensure site orientations and medication training completed for all new staff.
- Provide schedules to staff at their request or periodically as needed
- Send notifications to front line staff and/or supervisors reminding of upcoming scheduling periods and posting dates.
- Participate in HO orientations organized by HR: presenting scheduling guidelines to new hires.
- Attend sites for special events as required
- Record and input into PSL's client information and management system all approved staff time-off (provided by site supervisors), coordinate vacant lines and input shifts for reassignment, and ensure accuracy of staff schedules prior to 4 week postings.
- Post a 4 week shift schedule and unassigned list, utilizing all availability (20 days in advance of the upcoming scheduling period and meeting requirements of the CBA).
- Update unassigned shifts on a weekly basis and share with front line staff and supervisors to encourage PSL coverage of shifts.
- Monitor staff overtime, ensure fairness of shift allocation and monitor external agency usage.

The ideal candidate has:

- Social Services/Administration Degree or Diploma

- Minimum 1 year in a team leader/scheduling/administration position
- Minimum one year of experience working with seniors in a healthcare or community services setting
- Experience working in a unionized environment preferred
- Adept in the use of MS Office applications (Word, Excel, Outlook, PowerPoint, etc.) and client/employee software programs.

We thank everyone for their expression of interest; however, only those candidates selected for an interview will be contacted.

Peel Senior Link is committed to developing an inclusive, barrier-free selection process and work environment. If you require accommodation at any stage of the recruitment and selection process, please contact Human Resources at 905 712 4413 x326.

Peel Senior Link has a mandatory vaccination policy for all employees in order to protect our clients, our staff, and the communities we work in. All job applicants will be required to declare their vaccination status during the recruitment process. As a condition of employment, all new hires must be fully vaccinated and provide proof of their vaccination. Peel Senior Link will comply with its Human Rights obligations and accommodate employees who are legally entitled to accommodation.

To learn more about Peel Senior Link please visit:

<https://peelseniorlink.com/about-us/>