



## **CAREER OPPORTUNITY**

**Lethbridge Family Services** is a private, non-profit organization operating since 1910. We are highly accredited and with more than 380 employees, the largest community social services organization in southern Alberta.

We offer a supportive, inclusive team environment with a strong commitment to work-life balance. We provide a competitive remuneration package, including a comprehensive benefit plan, generous vacation and personal time, and subsidized fitness memberships. We support your career through opportunities to learn and grow, including paid professional development opportunities, and on-the-job coaching and support. Our “family” culture supports many opportunities to participate in events including health and wellness challenges, social club activities, annual holiday parties and recognition events. Check out our website at [www.lfsfamily.ca](http://www.lfsfamily.ca).

**Position:**           **SCHEDULER**

**Department:**    **Home Services**

**Location:**       **City of Lethbridge**

**Hours:**           Full Time, Salaried

### **Position Overview:**

The Scheduler is accountable for the day to day administration/operation of staff scheduling processes, including data for payroll for staff within one or more areas. The position ensures that LFS Health Care Aides (HCA's) are scheduled appropriately, and that employee pay data is captured in accordance with established policies, procedures, and organizational provisions. The Scheduler supports HCA's by providing scheduling reports, records and statistical information as needed. The Scheduler works as part of the team and requires extensive knowledge of the organization and operations of specific areas assigned.

### **Key Responsibilities:**

- Provides client orientated front-line scheduling services. Problem solves and prioritizes needs of areas on a regular basis with the clients, staff and, managers/designates.
- Establishes and maintains effective communication, information flow and rapport between client, supervisors and field area staff.
- Responds to all written and verbal short and advanced call requests from assigned areas. Provide specific areas with details and updates of relief coverage. Identifies and assesses other options to complete scheduling needs for the unit/department if required relief is not available.
- Processes Managers approved schedule changes in scheduling systems.
- Assigns and calls relief staff to fill vacant shifts according to LFS standardized shift fill order and scheduling processes.

- Maintains master rotations in the scheduling system and adjusts as required.
- Maintains accurate files and record, and files paperwork as per standardized Scheduling service processes. Prints routine reports as requested.
- Problem solves with managers, Payroll, and other Schedulers regarding HCA inquiries and makes adjustments as required.
- As requested by the Program Manager, updates specific guidelines for each area.
- Assists in training and orientation of new personnel as requested.
- Other duties as required and assigned.

**Qualifications:**

- Post-Secondary education required (e.g. Scheduling Clerk Certification, courses related to Business or Health Care diploma/certificate).
- 3-5 years of experience in a customer service environment.
- Experience dealing face to face with clients. Demonstrated experience resolving complex client issues.
- Scheduling experience is preferred. Payroll and or Human Resources experience is a definite asset.
- Excellent command of the English language, both written and verbal is required; superior active listening and interpretative skills are required.
- Competent computer skills and comfort communicating over the phone.
- The successful candidate will be required to provide a Police Information Check.

Lethbridge Family Services is a highly accredited, charitable human services organization that improves the wellbeing and quality of life for individuals and families in Southwestern Alberta. We offer a competitive salary, a comprehensive benefit plan, shift/weekend differentials, HCA certification and opportunities for growth in continuous learning and advancement.

**If this sounds like an opportunity that interests you then we invite you to submit, in confidence, a resume and cover letter referencing job posting HS107, including the area(s) you are available for, and where you viewed our ad:**

**Email:** [humanresources@lfsfamily.ca](mailto:humanresources@lfsfamily.ca)

**Web:** [lfsfamily.ca](http://lfsfamily.ca)

**We thank all candidates for their interest, however, only those selected to continue in the process will be contacted. *Lethbridge Family Services is an equal opportunity employer.***

