

CAREER OPPORTUNITY

Position: SCHEDULER ASSISTANT - TEMPORARY

Department: HOME SERVICES

Hours: Monday to Friday, 35 hours per week.

Position Overview:

The Scheduling is accountable for the day-to-day administration/operation of staff scheduling processes. The position ensures that LFS Health Care Aides (HCA's) are scheduled appropriately and in accordance with established policies, procedures and organizational provisions.

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. Communicate with clients/families when schedule changes occur and problem solve effectively
- Maintains master rotations in the scheduling system and adjusts as required; ability to use scheduling software effectively
- Handles routine inquiries from HCA's regarding scheduling related issues; promptly respond to all emails and telephone messages
- Ensure charting is timely, clear and concise
- Other duties as assigned.

Qualifications:

- Meet Canada Summer Jobs Employee Criteria:
 - Be between 18 and 30 years of age at the start of the employment.
 - Be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment.
 - Have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.
- Scheduling experience is an asset
- Post-secondary education is an asset (e.g., Scheduling Clerk Certification, courses related to Business or Health Care diploma/certificate).
- Experience in a customer service environment:
- Demonstrated telephone skills
- Computer literate.
- Ability to remain calm in stressful situations.

- Excellent command of the English language, both written and verbal is required; superior active listening and interpretative skills are required.
- Requires a high degree of customer service, problem solving, interpersonal skills and critical thinking.
- The successful candidate will be required to provide a Police Information Check.

Start date: May 17, 2021

Application deadline: May 4, 2021

Please submit, in confidence, a resume and cover letter referencing job posting HS88 and where you viewed our ad:

Email: humanresources@lfsfamily.ca

Web: 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.

