



Committed to Charting new horizons that promote independent living! We lead by example in our community, embracing change and accepting new challenges. We succeed by delivering Quality Services that exceeds our consumers' expectations. Nucleus, incorporated in 1982, provides personal support and essential homemaking assistance for frail seniors and persons with physical disabilities living within designated areas in Mississauga, Oakville and two sites in Toronto. Scheduled and on-call services are available 24/7/365 to enable individuals to remain living independently in their own homes. Our vision is in advancing consumer care and compassionate service delivery.

We are seeking an energetic and innovative leader for the position of:

SCHEDULING SPECIALIST (FULL TIME POSITION)

The objective of this role is to accurately produce consumer and staff schedules – both Master Schedules include matching the staff with consumers in an efficient and optimal manner. This position reports to the Administrative Supervisor and is responsible for the Master Schedules for all sites.

Working in collaboration with team members and the Program Manager, the Scheduling Specialist will pre-plan and assign consumers for a 'best match' to their requested Service Plan and staff availability. The Scheduling Department works to support a service that is 24-hours per day, 365 days per year, and as such, this will require flexibility and extended hours of service including shifts between the hours of 6am to 10pm and will include weekends and recognized holidays.

Position Responsibilities

- Responsible for the creation and maintenance of the consumer service schedule and staff work schedules utilizing Gold Care software application and in a unionized environment
- Schedule consumer bookings according to care plans and staff availability
- Scheduling in consideration of legislation and the Collective Agreement
- Contact clients and staff regarding day-to-day changes
- Daily reconcile all scheduling hours and kilometres for Payroll submission, accounting for adjustments/discrepancies, vacations, absences, over-time, training etc.
- Produce required reports including scheduled consumer hours versus actual hours served, average employee hours worked versus scheduled etc.
- Demonstrates emotional intelligence and sensitivity when interacting with members of our large culturally diverse consumer and employee populations.

Skills and Qualifications

- Post-secondary education in a related field. Health Care, Social Services, or Office Administration an asset.
- Minimum two (2) years of dedicated scheduling experience using scheduling software program
- Gold Care Scheduling experience a very strong asset.
- Knowledge of the Employment Standards Act (ESA) around hours of work
- Previous experience scheduling in accordance with Collective Agreements an asset
- Strong mathematical ability; patterns and logical deductions, and statistical concepts an asset
- Advanced computer skills with Microsoft Office products required; Excel and database management
- Solid ability to plan, organize and effectively manage a large volume of requests and workload with a high degree of accuracy and extreme attention to detail
- Experience working in a unionized environment an asset
- Data entry and analysis experience an asset
- Passionate about delivering excellent customer service; professional image and presentation and strong communication abilities
- Strong conflict management skill with the ability to finesse and diffuse situations with appropriate resolutions or compromise
- Able to manage stress, adapt and move easily with change
- Verbal and written fluency in French is an asset

Interested and qualified applicants can apply by forwarding their cover letter and resume, referencing Job Posting # 063 to Human Resources: careers@nucleusonline.ca

Job Posting Date: October 18, 2018

Job Closing Date: Until filled

Nucleus is an Equal Opportunity Employer. Nucleus Independent Living welcomes and encourages applications from those with disabilities. Accommodations are available upon request.