



Job Description

Site:	The Pas/Flin Flon		
Department:	Primary Health Care Services – C.A.R.E.S. Program		
Reports to:	Regional Care Advocate – Senior’s Team		
Code #:	II-D-40	Employee Group:	MGEU
		Date:	July 7, 2010
Job Title:	STAFFING OFFICER		

POSITION SUMMARY

The Staffing Officer for Home Care Services (SO) is an integral member of a multi-disciplinary team, who will promote health within the community. The SO guided by NRHA Primary Health Care principles will strive to improve the health status of the residents of the NOR-MAN Region.

Within a Home Care Unit, reporting to the Regional Care Advocate for Seniors' Health, the incumbent coordinates and ensures the effective delivery of personal care and home support services to Home Care clients by supervising direct service workers (Home Care Attendants, Home Support Workers, Mental Health Proctors) in accordance with the Home Care Attendants Agreement, Labor Legislation, Program Standards and Policies, and care plans authorized by case coordinators. The incumbent ensures the maintenance of a competent complement of direct service workers to meet caseload needs of the unit by planning, assigning, and scheduling staff - other related duties as designated by the supervisor.

The NRHA endorses the Principles of Harm Reduction and as per policy, all staff working within the Primary Health Care Center will establish a context that supports individuals, families and communities in making healthy decisions directed toward reducing or containing the adverse health, social and economic consequences of behaviors, attitudes and environments that may increase risk to a person’s health.

This position requires a successful completion of a Criminal Records and Child Abuse check.

QUALIFICATIONS

- Completion of a high school or equivalent program of studies: formal training in applied office skills is required
- Minimum 2 to 3 years related administrative experience.
- Minimum 6 months scheduling experience.

Other Skills/Experience:

- a) Data entry experience is required.
- b) Experience in computerized scheduling programs, Procura preferred.
- c) Proficiency in Microsoft Word and Excel.
- d) Experience in Email and computerized calendars (GroupWise) is required.
- e) Medical Terminology preferred.
- f) Experience in health care would be an asset.
- g) Experience with mail distribution, photocopying and faxing.
- h) Experience maintaining filing system.
- i) Keyboarding speed of 45 wpm is required.



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- j) Ability to maintain and compile statistics.
- k) Strong organizational skills required.
- l) Demonstrated ability to effectively contribute to a team environment.
- m) Excellent oral and written communication skills.
- n) Ability to work in a fast paced environment and work effectively under pressure to meet deadlines.
- o) Ability to carry out assigned tasks.

KEY OBJECTIVES & TYPICAL ACTIVITIES

Consistent with the mission, value and goals of the NOR-MAN Regional Health Authority, the Scheduling Clerk will under the direction of the Regional Care Advocate is responsible for the day-to-day data entry of direct service HCA/HSW/MHP resources schedules and client care plan for the Home Care Program.

1. Advocates on behalf of the NOR-MAN Regional Health Authority as a whole.

- a) Promotes the mission, values and goals of the RHA.
- b) Maintains confidentiality in accordance with the Personal Health Information Act (PHIA), Freedom of Information and Privacy Protection Act (FIPPA), RHA policies and any other applicable legislation.

2. Promotes safety and health in the workplace.

- a) Understands and follows legislation and workplace safety and health requirements.
- b) Follows safe work practices.
- c) Uses appropriate safety devices.
- d) Reports unsafe acts and workplace hazards
- e) Cooperates with the workplace safety and health committee and others on safety and health issues.

3. Contributes to a culture of Client Safety:

- a) Commits to client safety as a key professional value and an essential component of daily practice.
- b) Integrates client safety practices into daily activities for example by recognizing, reporting adverse events and near misses, maintaining confidentiality and risk awareness.

4. Ensures effective communication within the department and the organization.

- a. Communicates and consults with the applicable Executive Director.
- b. Communicates with department staff, individually and as a group to promote efficient functioning and high morale.



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- c. Communicates with other managers to achieve efficient functioning of all services.
- d. Liaison with outside agencies as required

5. Ensures Scheduling and Assigning.

- a) Works collaboratively with team members.
- b) Receive service requests from the Resource Coordinator and/or the Case Coordinator and identify staffing resources available for assignment.
- c) Input daily schedules of Home Care visits into the Home Care Scheduling System.
- d) Provide Direct Service Workers with current schedule and assignment information (including purpose of assignment, specific duties, days, times, frequency and specific information about the client) on a daily basis.
- e) Receive changes in service notice for revision in care plan and adjust service accordingly in consultation with the Resource Coordinator and/or Case Coordinator.
- f) Maintain and post the staff schedules to reflect days, times and locations of assigned/unassigned staff.
- g) Inputting of client care plan into the Home Care Scheduling System.

6. Maintains Record Keeping/Information Flow.

- a) Maintain current file systems (electronic and paper) with relevant information on Home Care clients including service request authorization, service utilization, etc.
- b) Communicate with Regional Care Advocate, the staffing needs and available resources in their area.
- c) Respond to calls from clients (via email or text messaging) to either manage the client inquiry, or redirect to Resource Co-ordinator as appropriate.
- d) Facilitates communication between team members related to client service.

7. Promotes Site Support.

- a) Assembles, photocopies, collates, indexes, distributes and sends faxes and e-mails a variety of material as required.
- b) Opens and distributes mail as required.
- c) Provides back-up coverage for scheduling clerks in paired geographic areas and in the rest of the region as required.

8. Compiles Reports/Statistics.

- May be required to compile monthly and annual Direct Service statistical reports.



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9. Prepares Payroll.

- a) Required to assist the Resource Coordinator to prepare information reports for payroll.

10. Maintains Professionalism/Code of Conduct.

- a) Demonstrates the ability to accept and adjust to change.
- b) Assumes responsibility for own actions.
- c) Participates in Continuous Quality Improvement, surveys, and committee activities.
- d) Maintains an acceptable state of health in accordance with the Attendance Management & Assistance Program (AMAP).
- e) Appears professionally as described in NRHA dress code policy.
- f) Exhibits confidence and initiative in the work environment.
- g) Adheres to all NRHA policies.

11. Ensures ongoing Professional Development.

- a) Keeps up-to-date with policies and procedures of NOR-MAN Regional Health Authority
- b) Maintains and updates professionals skills, certification(s), leadership skills and knowledge through continuing education programs, literature reviews, publications and conferences
- c) Maintains knowledge of new developments in departmental areas through journal review, interest groups, lectures and committee work

It is understood that the duties and responsibilities contained in this job description are representative of those necessary to carry out the functions of the position, however they do not limit the incumbent from performing other related duties.

KEY WORKING RELATIONSHIPS

- Regional Care Advocates
- C.A.R.E.S. Team members
- General public
- Client of the C.A.R.E.S. Program



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PROBLEM SOLVING RESPONSIBILITIES

- Time management issues
- Appropriate direction of incoming calls

DECISION MAKING RESPONSIBILITIES

- Responding to general program and administration inquiries and questions
- Prioritization of workload

SUPERVISORY RESPONSIBILITIES

- Students as required



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