

POSITION DESCRIPTION

Job Title: On-Call Scheduler
Reports to: Manager of Services
Revised: February 2024

Primary Function:

Under the direction of the Manager of Services, the On-Call Scheduler provides after hours support to the Respite Homes by filling unforeseen staffing vacancies. The On-Call Scheduler follows the agency's policies and procedures, Collective Agreement, Ministry guidelines and applicable legislation.

Roles and Responsibilities:

Services Responsibilities

- respond to after-hours staffing requests and fill unforeseen absences and/or staffing needs
- follow established guidelines to fill vacant shifts
- track calls made and completes supporting documentation
- if unable to fill the shift, the Scheduler will partner with the On-Call Supervisor to find a solution for coverage

Other

- required to be within cell phone range while on-call
- required to be able to pick-up and drop off the required on-call equipment at the Wesway Office on the designated date and time
- Required to perform all other duties as assigned

Hours of Work

- this is an On-Call position and pay is by stipend only
- shifts run on a rotational basis, primarily from 4:30 p.m. to 9:00 a.m. during the week, and 24 hours daily on weekends, statutory holidays and/or other designated office closure days
- must be accessible by phone for the duration of the on-call period
- any missed calls are expected to be returned within 15 minutes

Qualifications

- demonstrates a sense of urgency and sound judgment
- strong interpersonal and communication and skills
- strong organizational and time management skills
- ability to function both independently and in a team environment
- ability to manage multiple tasks within tight timelines
- proficient computer skills in a Microsoft Office environment
- must work in compliance with the provisions of the Ontario *Occupational Health and Safety Act* and the Regulations pursuant to it