

# Connections For Life Services Planner Job Description



Connections For Life  
Supported and Independent Living Services

**TITLE:** Services Planner  
**BASIC FUNCTIONS:** Providing support to Management Team  
**REPORTS TO:** Associate Director  
**JOB CLASSIFICATION:** Full-time/Exempt  
**REQUIREMENTS:** Education: At least two years of college preferred  
Experience: A minimum of two years experience working with people with intellectual and other developmental disabilities.  
Special skills and knowledge: Must possess an understanding of and commitment to the philosophy of integration, normalization, and individual-driven services. Ability to communicate effectively, both orally and in writing. Can encourage a team approach of support to the individuals we support. Facilitate computerized scheduling system, working with management team to get staff scheduled for shifts. Ability to follow structured monthly goals, make independent judgments, work with minimal supervision, and take the initiative.  
Additional benefits: Participant in CFL Management Compensation Plan

## CORE RESPONSIBILITIES:

1. Coordinates schedules within CFL scheduling system and has effective communication and collaboration with Individuals we serve, their support circles, and their team of staff to ensure that accurate schedules are in place on a continual basis.
2. Assists the employee with initial training and ongoing support with the computerized scheduling system.
3. Provides support to management regarding generic support resources.
4. Maintains personal weekly schedule on scheduling system that is visible to the entire team.
5. Provides written notice in advance of all absences from the office providing appropriate back-up person of responsibilities that will need to be covered during absence as well as notification to the team advising them where to direct scheduling concerns (1 week in advance of scheduled absence).
6. Provides support and information to the Quality Assurance Manager, Associate Director, HR, and Coordinators as situations arise.
7. Send email reminders to Coordinator staff for a list of activities during administrative time.
8. Assist in processing LSA leave requests lacking coverage and scheduling meetings with the LSA staff member as needed to work together on obtaining coverage.
9. Compliance tracking - monitor schedules for daily/weekly hourly compliance to avoid overtime and potential scheduling errors/issues.

10. Professional communication with our computerized scheduling program support team when concerns arise.
11. Consistent communication with the individuals we serve and their Support Circles regarding concerns and updates.
12. Hold individual scheduling meetings with the Coordinator to review generic resources, review schedules to make sure health and safety needs and IPP goals are being met and assisting the Coordinator to ensure appropriate coverage is met for all people we support while avoiding OT and scheduling errors.
13. E-mail updates to the Associate Director & Coordinator after weekly scheduling meetings with Coordinator.
14. Take an active role in supporting the Coordinator staff during scheduling crisis by finding coverage for open shifts on an ongoing basis, as well as during emergency situations while avoiding OT and scheduling errors.
15. Attends regular meetings with the Scheduling Team.
16. Schedules Coordinators training.
17. Provides support with scheduling crisis that occur after hours and participates on a rotating weekend schedule of availability for scheduling intervention.
18. Manages the day-to-day use of the scheduling system including data quality into the system, reports and analytics out of the system and the overall performance of the system.
19. Provides solutions to scheduling issues that are raised from reviewing data from the system.
20. Anticipates unmet needs within the schedule and alerts the QA Manager so referrals to our agency can be effectively managed.
21. Assist with updating availability of LSA Staff in the online scheduling system.
22. Ensures scheduled hours are entered correctly by looking for inconsistencies and putting quality controls in place to ensure data accuracy.
23. Develops and implements systems to assure the scheduling needs of people we support are being met.
24. Creates Standard Operating Procedures (SOPs) as necessary to maintain compliance.
25. Other related duties, as assigned.

#### Additional responsibilities:

1. Daily maintenance and updates of individual's 3 month schedules.
2. Assists with training and support for all staff with scheduling program.
3. Present LSA leave requests to team for review, approval and implementation of coverage plan.
4. Initial set-up of individuals we serve on the scheduling platform.
5. Presents leave requests and any concerns at Wednesday morning meetings.

#### Physical Demands

While performing the responsibilities of the job, the employee is often required to sit for long periods of time. The employee is occasionally required to stand, walk, and reach with arms and hands. Vision abilities required by this job include close vision.