

Connections For Life Services Scheduler Job Description



Connections For Life
Supported and Independent Living Services

TITLE: Services Scheduler
BASIC FUNCTIONS: Providing support to Management Team
REPORTS TO: Services Planner Manager
JOB CLASSIFICATION: Full-time/Hourly
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 and/or two years of scheduling experience.
Special skills and knowledge: Must possess an understanding of and commitment to the philosophy of integration, normalization, and individual-driven services. Must be able to effectively time manage and be self-driven. Must possess the ability to communicate effectively, both orally and in writing. Can encourage a team approach of support to the individuals we support. Possess the ability to navigate computerized scheduling system, working with management team to get staff scheduled for shifts while avoiding overtime. Possess the ability to meet strict deadlines, follow structured monthly goals, make independent judgments, work with minimal supervision, and take the initiative.
Additional benefits: Participant in CFL Management Compensation Plan. Work from home position with occasional in-office meetings. Laptop and company cell phone provided.

CORE RESPONSIBILITIES:

1. Coordinates schedules within CFL scheduling system and has effective communication and collaboration with Individuals we serve, and their team of staff to ensure that accurate schedules are in place on a continual basis.
2. Assists with orientation and provides new employees with initial training and ongoing support with computerized scheduling system.
3. Maintains personal weekly schedule in scheduling system and Outlook that is visible to the entire team and updated and verified on a weekly basis.
4. Provides written notice in advance of all requested time off, including providing appropriate back-up person to cover responsibilities and notifying CFL team of absence and coverage plan (1 week in advance of scheduled absence).
5. Provides support and information to all CFL departments as situations arise.
6. Assists in processing and approving DSP leave requests and schedules meetings with the DSP staff as needed to work together on obtaining

- coverage if DSP is unable cover shifts. Presents these to team for approval once coverage has been found.
7. POS tracking - run reports and monitor schedules for daily/weekly hourly compliance to avoid overtime and potential scheduling errors/issues.
 8. Supports admin department with compliance support.
 - ~~9.~~ Hold individual scheduling meetings with the Coordinators weekly to review generic resources hours and ensure that schedules are built out 3 months and reflect current needs and supports to ensure health and safety needs, IPP goals, and POS hours are being met.
 10. E-mail updates to the Services Planner Manager & Coordinator after weekly scheduling meetings with Coordinator.
 11. 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.
 12. Attends regular meetings with the Scheduling Team.
 13. Schedules Coordinators training.
 14. Provides support with scheduling crisis that occur after hours and participates in a rotating weekend on-call schedule for scheduling interventions and assistance, ensuring to flex time later that week to avoid overtime on personal schedule.
 15. 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.
 16. Provides solutions to scheduling issues that are raised from reviewing data from the system.
 17. Anticipates unmet needs within individual schedules and alerts the Services Planner Manager so referrals to our agency can be effectively managed.
 18. Assist with updating availability of DSP Staff in the online scheduling and cloud based system.
 19. Ensures scheduled hours are entered correctly by looking for inconsistencies and putting quality controls in place to ensure data accuracy.
 20. Schedules ongoing trainings to ensure staff are compliant with state laws/mandates, being sure to avoid overtime.
 21. Other related duties, as assigned.

Physical Demands

- While performing the responsibilities of the job, the employee is required to:
- a. Communicate with good verbal and listening skills.
 - b. Often required to sit for long periods of time.
 - c. Must be able to use hands and fingers to handle or feel.
 - d. Occasionally required to stand, walk, reach with arms and hands.
 - e. Vision abilities required by this position, including close-related vision.