



# SCHEDULING SUPERVISOR

**Community Connections is a non-profit organization that provides a range of employment, residential, and support services to adult persons with disabilities, based out of Summerside, PEI. With an emphasis on persons with intellectual disabilities, the purpose of the organization is to work with persons with disabilities and their families; to assist individuals to develop to their full potential; to support them to access and use community resources; and to empower them to contribute and participate in a meaningful way within their community. Our employees are critical to the work of the organization, and their first responsibility is to develop meaningful relationships with the clients in their care.**

The **Scheduling Supervisor** will play a vital role in ensuring the smooth operation of our facilities where we provide care and support to adults with disabilities. The primary responsibility will be to develop and manage staff schedules, ensuring adequate coverage and continuity of care. The Scheduling Supervisor will work closely with the supervisory team, support workers, and clients to create efficient and effective schedules that prioritize the well-being and safety of our clients and residents. The ideal candidate for this position is committed to enhancing the lives of individuals with disabilities, possesses excellent organizational and communication skills, and can thrive in a dynamic, person-centered environment.

## **Key Responsibilities:**

- Develop and maintain comprehensive and fair staff schedules for residential facilities that ensure adequate coverage 24/7, 365 days a year;
- Coordinate shifts to guarantee seamless transitions and the availability of support for residents at all times;
- Ensure all scheduling practices adhere to relevant regulations, labor laws, and internal policies and ensure compliance with the Collective Agreement;
- Address and resolve scheduling conflicts, unexpected absences, and emergencies promptly and professionally;
- Facilitate effective communication between staff members, caregivers, and other relevant stakeholders regarding scheduling changes and updates;
- Collaborate with the Residential Services team to understand the unique needs and preferences of each resident, ensuring schedules align with individualized care plans;
- Approve all time and attendance for payroll purposes;
- Manage staff time-off requests, ensuring that staffing gaps are addressed without compromising the quality of care;
- Provide On-Call support in a rotation schedule, once every three weeks, to address urgent staffing needs outside regular business hours;
- Support in the scheduling of staff training sessions and orientations to ensure continued professional development and compliance with regulatory requirements;
- Generate regular reports on staff scheduling metrics, including attendance, punctuality, and overtime usage, for management review;
- Monitor staff hours to minimize overtime while ensuring adequate staffing levels are maintained;
- Fill in for Residential and Community Support Supervisors in their absence;
- Support Associate Family program;
- Participates in various meetings and work as a part of a team to be aware of agency changes and initiatives, and share information and ideas.



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**Successful Candidate will possess the following qualifications:**

- High school diploma or equivalent. Additional qualifications in Human Services, Resident Care Worker, Administration, or related fields are advantageous;
- A clear Criminal Record Check, Vulnerable Check and Driver's Abstract;
- Previous experience in staff scheduling, preferably in a residential or healthcare setting, is highly desirable. Experience in a unionized environment would also be considered an asset;
- Experienced in scheduling software and other office productivity tools (e.g., Microsoft Office Suite, Payroll Software, etc);
- Excellent time-management and organizational skills to manage complex staff schedules and priorities;
- Strong verbal and written communication skills to foster a collaborative and supportive work environment;
- Ability to adapt quickly to changing scheduling requirements and emergency situations;
- Able to multi-task and work in a high-stress, fast-paced environment;
- Effective critical thinking and decision making skills;
- A collaborative mindset with the ability to work effectively as part of a multidisciplinary team;
- Demonstrated understanding and empathy towards individuals with disabilities and their unique needs;

**Salary:** \$52,488 - \$62,593 per year

**Benefits:** Group Insurance, Pension Plan Match, Flexible Scheduling

To explore this career opportunity with Community Connections Inc., please submit your cover letter and resume to [hr@ccipei.ca](mailto:hr@ccipei.ca). **Deadline to apply is September 19<sup>th</sup>, 2023.**