



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Relief Scheduler	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-16281	Yellowknife	Patient Care Services / Stanton Territorial Hospital

## **PURPOSE OF THE POSITION**

The Relief Scheduler facilitates the scheduling of staff across the various areas of Stanton Territorial Hospital (Stanton), including but not limited to all staff scheduling of the in-patient nursing areas, which operate 24 hours per day, 365 hours per year.

## **SCOPE**

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̄chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̄chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Stanton is a referral centre for the approximately 43,000 NWT residents and approximately 6000 residents of the Kitikmeot Region, Nunavut, and provides the majority of acute care services, and all specialist services for the NWT and the Kitikmeot. A significant portion of diagnostic imaging services are delivered and/or facilitated and supported through Stanton.

Located in Yellowknife, the Relief Scheduler reports to the Manager, Staff Development and Scheduling, and provides scheduling to various in-patient and out-patient programs/units in the hospital. Scheduling services may at any time provide scheduling support to permanent, term, casual, and permanent and relief employees in the nursing units. Units operate on a mix of schedules, dependent on their particular functions; therefore there is a wide variation in scheduling needs. The incumbent, in collaboration with the various units located in the Hospital, will establish staff schedules across the hospital, trouble shoot and fill scheduling vacancies, and communicate with managers, supervisors, clinical coordinators (CCs) and staff at all levels, to ensure the appropriate staffing necessary to support patient care, 24/7, 365 days of the year.

## **RESPONSIBILITIES**

### **1. Forecasts and plans for potential staffing needs, based on program/ unit requirements and historical trends.**

- Analyzes and plans for historical trends in scheduling, staff vacancies, and staffing needs.
- Collaborates with Managers, CCs, and Supervisors across the hospital to ensure scheduling needs for the units are being appropriately supported.
- Develops scheduling options for individual units/departments based on patient care requirements and in accordance with the Collective Agreement, in support of staff quality of life, and that are in alignment with employer/UNW requirements.
- Develops expertise in the use of an electronic scheduling system and implements and manages the system for the hospital.
- Provides statistics and projections to the Manager, Staff Development and Scheduling, and COO for consideration, along with staffing recommendations.
- Monitors and evaluates the effectiveness of scheduling services, through qualitative and quantitative measurement.

### **2. Creates staffing schedules for all nursing units and other hospital units as per the requirements of the employer and the GNWT Memorandum of Agreement.**

- Develops, implements and monitors the work schedules of staff for all in-patient nursing units ensuring appropriate coverage for all areas.
- Ensures a comprehensive master schedule is prepared on a quarterly basis, and that the schedule is planned no later than one quarter ahead.
- Ensures appropriate distribution of schedules to all departments and staff with appropriate notice.
- Works with their Manager and other hospital managers to develop/implement procedures for scheduling, workarounds, and other procedures to support a standardized approach.
- Ensures a flexible scheduling approach that is responsive to shift changes that may be required within the Master Schedule over the three month period.
- Addresses gaps in scheduling caused by planned and unanticipated situations, including but not limited to sick leave, special leave, low/high bed census, increased acuity – resulting in the need to overstaff, etc.

- Liaises with the units/programs on status of scheduling activities, issues, and plans to mitigate.
  - Distributes monthly on-call rosters to all appropriate areas.
  - Collects and prepares statistical information and provides regular reporting.
- 3. Ensures the ongoing staffing requirements of hospital units/programs are met on an ongoing basis.**
- Interfaces with units/programs on daily scheduling needs and challenges.
  - Serves as the point of contact to schedule staff to address emergent staffing issues for all areas of the hospital.
  - Communicates with the Patient Care Coordinators (PCCs), Managers, CCs and other key roles as needed, on the status of emergency staffing, on a regular basis throughout each day.
  - Acts as a resource to Managers, CCs, PCCs, and Supervisors to provide assistance and support in the drafting of schedules designed to balance staff quality of life with patient care priorities across the hospital.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual demands.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

Candidate may be required to attempt to contact staff from lists in order to fill temporary vacancies in the schedule multiple times each day.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of contract administration with ability to interpret and apply the UNW Memorandum of Agreement and employer policies.
- Proficient in working with various computer software including word processing, database, electronic communications and spreadsheet software programs to process and present documents and information.
- Ability to apply GNWT directives and policies with respect to physician services.
- Analytical and problem solving skills.
- Ability to perform financial analysis and precise mathematical calculations.
- Knowledge of records management procedures and to administer records in a timely and accurate manner.

- Interpersonal and communication skills. Ability to communicate, both verbally and in writing, and to establish rapport with staff from multiple professions in a diplomatic and professional manner.
- Ability to work independently with a substantial degree of initiative.
- Knowledge of confidentiality and privacy requirements and demonstrated ability in their application to ensure employee information is kept confidential and private.
- Flexibility, creativity, and ability to problem solve in the management of multiple, complex scheduling processes.
- Ability to work in a team environment and in a cross-cultural setting.

**Typically, the above qualifications would be attained by:**

High School / Secondary School Diploma (Grade 12), a certificate in Business Administration and one year (1) experience working with pay, benefits, and contracts.

Equivalencies will be considered on a case by case basis.

**ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with current public health practices is required.

Stanton Territorial Hospital has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Aboriginal Cultural Awareness, Biohazardous Waste, Biosafety & Biosecurity, Infection Control, Workplace Hazardous Materials Information System (WHMIS) and others directly related to the incumbent’s scope of practice.

**Position Security**

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one if applicable)

- French required (must identify required level below)
  - Level required for this Designated Position is:
  - ORAL EXPRESSION AND COMPREHENSION
    - Basic (B)  Intermediate (I)  Advanced (A)
  - READING COMPREHENSION:
    - Basic (B)  Intermediate (I)  Advanced (A)
  - WRITING SKILLS:
    - Basic (B)  Intermediate (I)  Advanced (A)
- French preferred

**Indigenous language:** Select language

- Required  Preferred