

Organization: TNO - THE NEIGHBOURHOOD ORGANIZATION	Department: Family and Wellness
Program/Project: Personal Support Services for Low Acuity Home Care Clients	Position Title: Scheduling Clerk
Location and Hours of Work: TNO sites and offsite 35 hours per week	Position Type: Full Time
Expected Start date: October 2021	

TNO - THE NEIGHBOURHOOD ORGANIZATION (TNO, formerly *Thornccliffe Neighbourhood Office*) is a community based multicultural, multi-service agency, which offers a broad range of programs to serve Thornccliffe Park, Flemingdon Park, and the surrounding communities through strengthening the quality of individual and community life.

TNO is actively searching for a **Scheduling Clerk** to join a new program Personal Support Services (PSS) for Low Acuity Home Care Clients in Thornccliffe Park & surrounding areas

Program Summary

The Personal Support Services (PSS) for Low Acuity Home Care program will assist older adults aged 55+ in Thornccliffe Park and surrounding areas, this includes assisting seniors by mobilizing the necessary Primary Care, Allied Care and Community Care supports. This program will support and enable seniors to age at home, remain connected to health care and support services through integrated service delivery, ensuring seniors are connected to appropriate service providers. This program will also coordinate the provision of travel, interpretation, respite services, primary care, companionship, social/leisure activities and other community health services within our inter-agency and local partner frameworks.

Reporting to the Manager, Integrated Services for Seniors, the Scheduling Clerk will support the team by effectively scheduling staff members to meet the needs of clients. This position requires a high level of attention to detail to ensure that staff assigned are able to support clients using individualized person-centered approaches to client care.

Main Tasks & Responsibilities

- Provide scheduling supports to ensure appropriate staffing levels for programs
- Utilize Shift Shark and/or other shift software tools to administer shift assignments.
- To follow TNO staffing protocol and adhere to ESA standards of work time.
- Troubleshoot scheduling gaps, and work with Personal Support Services Supervisor and Manager to build solutions.
- Ensure time off requests are up to date in the scheduling system and reviewed during partnership meetings.
- Understand and adhere to CLNH Policies and Procedures.
- Provide documentation as required to programs regarding staffing supports.
- Provide administrative support to the PSS team.
- Other duties as assigned.

Qualifications and Experience Required

- Relevant post-secondary education or comparable experience.
- Demonstrated experience working with database and scheduling programs.
- Previous experience with scheduling a team.
- 1-2 year's experience providing administrative support.
- 1-3 years' experience working with vulnerable populations.
- Experience in a community based, inter-disciplinary environment.
- Experience working with low-income, multi-racial, multi-lingual newcomer communities.
- Experience working from an integrated anti-oppression, LGBTQ+ positive framework.

- Demonstrated ability to work in a rapidly changing environment with competing priorities.
- Strong verbal and written communication skills, conflict resolution and problem solving skills.
- Excellent time management skills.
- Polite telephone manner.
- Demonstrated knowledge of internet, email, Microsoft Office (Particularly Excel).
- Effective problem solving and crisis management skills.
- Excellent organizational and team building skills.
- Ability to work independently and collaboratively in an inter-disciplinary team environment.
- Excellent written and spoken English communication skills; ability to speak additional language is considered an asset.
- Knowledge of catchment areas is an asset to support efficient scheduling.

Working Conditions

Hours of Work - Regular hours for 35 hours per week, and flexible between 8:30AM to 8:00PM. Evening and weekend work may be required as decided by program requirements.

Location - This position will be located within any of TNO's service locations based on community and program requirements. Locations for this position may be added or moved to new addresses in the future according to the community and program requirements.

Hiring Conditions

Vaccination Requirement – As a condition of employment, TNO requires all new hires to provide proof of full vaccination against COVID-19 prior to the start date of employment. Applicants who have appropriate written proof of a medical reason, or a reason pursuant to the Ontario Human Rights Code for not being fully vaccinated against COVID-19, may provide such documentation to the Human Resources department for accommodation consideration. Such situations will be considered on a case-by-case basis.

Screening - As a condition of employment, the successful applicant must complete a Vulnerable Sector Screening.

How to apply

To apply for the position candidates are requested to send a copy of their application (cover letter, resume and any other document supporting your candidature) to Human Resources **by 5:00PM October 15th, 2021**.

[CLICK HERE TO APPLY](#)

TNO – THE NEIGHBOURHOOD ORGANIZATION - 1 Leaside Park Drive, Unit, # 7 Toronto, Ontario, M4H 1R1.

TNO is committed to employment equity initiatives. We encourage residents of Thorncliffe Park, Flemingdon Park, and surrounding communities, and people who are racialized, Indigenous, people from the 2SLGBTQI+ community, people with disabilities and other equity seeking groups to apply.

TNO is an equal opportunity employer. Accommodation will be provided in accordance with the Ontario Human Rights Code. Should you require accommodation at any stage of the recruitment process, please contact 416-467-0126.

We thank all applicants for their interest but only those selected for further consideration will be contacted.
For more information visit: <http://www.tno-toronto.org>.