

# CITY OF HAMILTON

**LAST REVISION – SEPTEMBER 2020**

**HEALTHY & SAFE COMMUNITIES DEPARTMENT**

**(HAMILTON PARAMEDIC SERVICE - LOCATION – 1227 Stone Church Rd E)**

**PARAMEDIC STAFF SCHEDULER - CUPE 5167**

## **SUMMARY OF DUTIES**

Reports to Program Manager/Commander, Logistics & Support for the Paramedic Service. The incumbent is responsible to schedule shifts for paramedic Service staff, maintain all related data files and prepare routine reports. Principal task is to assign appropriate personnel to required schedule assignments/locations in accordance with relevant policies and applicable collective agreements. Also coordinates requests for vacation, time off, shift changes, and sick bookings in consultation with supervisors/management.

## **GENERAL DUTIES**

Assign each classification of Paramedic staff to their appropriate schedule assignments and locations according to all related policies and applicable collective agreements.

Process requests for vacation, paid time off, shift changes, and sick bookings.

Fill short notice open shifts.

Obtain and maintain a working knowledge of HPS (Hamilton Paramedic Services) stations, vehicles, and employees and their locations as it relates to scheduling.

Update and maintain the employee database system within appropriate software packages.

Maintain the staffing database to ensure that all new staff are added, all former staff are deleted, and all staff are recorded with current qualifications.

Provide adequate notification to paramedics of upcoming and changing shift assignments.

Create and maintain accurate and detailed records of all scheduling and shift assignment transactions.

Assign and schedule applicable staff to attend Paramedic in-service, Base Hospital and Ministry of Health continuing education classes.

Maintain a good working knowledge of computer database systems, continually review and troubleshoot software and provide ongoing feedback to ensure computer needs are met.

Develop and publish regular scheduling reports on staff attendance and scheduling issues.

Provide orientation and education to all levels of staff on the scheduling system, process and software.

Must possess the ability to critically analyze data in various electronic formats.

Assist in clerical duties as necessary based on fluctuating administrative demands, and/or in support of the Paramedic Data Clerk position such as:

- Perform data entry functions and track incoming and outgoing files using various computerized and manual tracking and enquiry systems; generate computer printouts

- Enter data into the Ministry of Health and Long-Term Care Human Resources Inventory Database.
- Maintain confidential computerized databases such as patient complaints, patient surveys, external customer satisfaction and training files in accordance with established record retention protocols.
- Run reports from existing databases at the request of management. Create reports by querying data and bringing information together from various sources. Print the reports and verify the data.
- Compile and update statistics as required.
- Assume responsibility for maintenance issues, for both equipment and offices by managing the related information schedules, documentation required, and ensuring that problems not within the data clerk span of responsibility are directed for resolution to the appropriate individual(s).
- Perform inventory control procedures and maintain all records related to Base Hospital requirements including equipment and supplies.
- Process all incoming mail by sorting and distributing as appropriate, maintaining confidentiality when necessary to do so.
- Create various forms on word processor and types correspondence.
- Sort and order various departmental documents. Photocopy and fax various documents and forms when requested to do so.
- Maintain office filing system such as confidential files, records, correspondence, reports, journal articles and forms.
- Receive and answer routine inquiries from the public, clients and staff. Receive and redirect calls to appropriate supervisors, and management staff appropriate to the circumstance.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

### **QUALIFICATIONS**

1. Demonstrated administrative and scheduling experience related to duties listed above normally acquired through the combination of education and relevant work experience.
2. Previous experience working in emergency services would be considered an asset with an emphasis on scheduling staff.
3. Must possess excellent interpersonal skills and the ability to relate to subordinates, peers, superiors and the general public with tact and professionalism.
4. Must possess excellent administrative and organizational skills including electronic database systems, computer skills, and intermediate knowledge of Microsoft Office software (especially Word and Excel).
5. Effective verbal and written communication skills are a must. Must maintain confidentiality.
6. Must be a self-motivated, self-directed worker that requires minimal supervision with the ability to multi-task duties and work under pressure to meet tight deadlines.

7. Must possess maturity, initiative, good judgement and the ability to provide guidance and take a leadership role when necessary.

Paramedic Staff Schedulers will be required to work rotating shifts of day and afternoon/evening shifts, seven days per week.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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