

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (HAMILTON PARAMEDIC SERVICES DIVISION – LOCATION – TBD)

PROGRAM MANAGER, SCHEDULING & ATTENDANCE MANAGEMENT – PARAMEDIC SERVICES

SUMMARY OF DUTIES

Reporting to the Deputy Chief, the Program Manager, Scheduling & Attendance Management is responsible for overseeing all aspects of paramedic shift scheduling, attendance management and reviewing and implementing requests for accommodation related to the Ontario Human Rights Code in collaboration with the City's Human Resources Division. This role ensures optimal staffing levels while adhering to collective agreement requirements, manages a team of schedulers, develops scheduling policies and procedures, and collaborates with other departments to meet operational needs. In consultation with Human Resources, the Program Manager also oversees attendance management, including return-to-work processes and supporting paramedics through various types of leaves and accommodations.

GENERAL DUTIES

Scheduling Management

Oversee day-to-day operations of the scheduling unit, including supervising a team of schedulers.

Ensure shifts are filled in accordance with collective agreements. Manage posting and filling of open rotations and vacancies.

Prepare and oversee special staffing agreements and contracts.

Develop and implement scheduling policies, procedures, and best practices.

Monitor and analyze scheduling data to identify trends and opportunities for improvement. Manage implementation and use of scheduling software systems.

Address and resolve complex scheduling issues or conflicts.

Represents HPS in grievances related to scheduling matters.

Attendance Management

Partner with Human Resources to manage return-to-work processes for HPS staff including supervisors, paramedics, and support staff returning to work following extended leaves, injuries, or disabilities.

Develop and implement accommodation plans in collaboration with HR and other stakeholders. When attendance issues are identified, provide support and guidance to HPS staff. This may involve discussing the reasons for absences, offering solutions, and referring employees to available resources (e.g., Employee & Family Assistance Program).

Monitor attendance patterns and address excessive absenteeism.

Enforce attendance policies consistently and fairly. This includes addressing attendance issues promptly, documenting discussions with HPS staff, and scheduling ongoing follow-ups.

Ensure compliance with employment standards, human rights legislation, and collective agreement provisions related to leaves and accommodations.

Provide guidance to supervisors on handling attendance issues with staff.

Represent HPS in grievances related to return-to-work matters.

Administrative and Strategic Responsibilities

Collaborate with HPS divisions, Human Resources, and Finance departments on staffing matters and payroll.

Process and coordinate requests for accommodations related to the Ontario Human Rights Code.

Prepare regular reports on scheduling metrics, overtime usage, and staffing levels.

Participate in long-term planning for staffing needs and resource allocation.

Stay informed about industry best practices in paramedics, scheduling and attendance management.

Develop and maintain positive relationships with union representatives.

Ensures that employees are provided and trained with the use of appropriate equipment, material and/or procedures required to perform the assigned duties.

Works 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 and ensures that appropriate action is taken for those employees who do not work in compliance with legislation, HPS and COH policies and procedures.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Demonstrated knowledge of attendance management and return to work theories and principles normally acquired by attaining a Bachelor's degree in business administration, Healthcare Administration, related field, or equivalent combination of post-secondary education and related experience.
2. Demonstrated progressive management or supervisory level experience in managing staff scheduling services preferably in an emergency service or healthcare environment.
3. Demonstrated experience in supervising a team in both hybrid and onsite work locations along with mentoring and developing staff.
4. Strong knowledge of Ontario labour laws, human rights codes, collective agreements, and scheduling best practices.
5. Experience with attendance management and return-to-work processes in a unionized environment.
6. Excellent analytical, problem-solving and conflict resolution skills.
7. Outstanding communication and interpersonal skills.
8. Ability to work under pressure and manage multiple priorities in a fast-paced environment.
9. Proficiency in scheduling software systems and Microsoft Office suite.

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