

Home Care Scheduler Job Description

Duties and Responsibilities:

- Create and maintain schedules for home healthcare aides (staff)
- Arrange or organize schedules for clients and/or patients in line with healthcare plans and availability of healthcare personnel that will attend to them (patients)
- Perform maintenance of all statistics and reports that have to do with both staff and patients
- Responsible for properly entering client and staff information into a database, and also updating it on a regular basis
- Carry out management of the information databases that contain details of both staff and clients
- Reach out to health care providers or personnel and clients with regards to changes in schedule that may come up on a daily basis
- Build professional relationship(s) with clients so as to ensure excellent service delivery
- Participate in activities or programs that help enhance the quality of service that is being rendered by the organization's staff
- Ensure scheduling systems are properly maintained. That is, ensure accuracy of scheduling systems
- Show respect for patients/clients by maintaining confidentiality
- Keep the team manager updated as regards conflict in schedules.

Home Care Scheduler Requirements – Skills, Knowledge, and Abilities

- Must possess excellent communication skills on all fronts
- Must have good interpersonal skills. That is to say, the home care scheduler must be a people-person and easy to approach
- Must be able to multi-task and also display an incredible level of flexibility

- Must possess the ability to prioritize in the face of multiple tasks and/or duties
- He/she should have a good knowledge and understanding of customer care ethics
- Must possess good coordination and analytical abilities
- Must be someone that has a keen eye for details so as to be able to avoid and/or rectify conflicting schedules
- Must have excellent leadership qualities
- Must attend team and staff meetings as required
- Must be able to work effectively as part of a team or even lead a team if the need arises
- Ability to manage time and schedules effectively is very important
- Must be familiar with database and payroll software programs
- A minimum of a high school diploma
- A post-secondary school degree in a health-related field would be an advantage
- A minimum of 2 years work experience in a home care capacity
- Experience in a customer service role or healthcare management position would be of added advantage
- Must have basic knowledge of computer programs.