



## HOME SUPPORT SCHEDULER

### **Position Summary**

JFS seeks a Home Support Scheduler to be responsible for assigning shifts for up to 80 home support workers with 400 clients using a scheduling platform called Alayacare. The Scheduler will work collaboratively with our Manager of Home Support and three Home Support Care Managers to ensure the highest quality of care for our clients.

### **JFS**

JFS has been enhancing the quality of life for individuals and families in the Lower Mainland for 83 years. The agency delivers a continuum of social service programs to the Jewish and broader community, throughout the Lower Mainland. JFS has a long-standing reputation for creative and professional response to community needs. JFS is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, or disability status.

### **Benefits & Compensation**

JFS offers a competitive benefits package including generous paid time off, paid sick days, paid health and dental benefits, and RRSP matching. This is a full-time position, 35 hours per week. Salary is commensurate with experience.

### **Duties and Responsibilities**

Reporting to the Manager of Home Support, the Home Support Scheduler is responsible for:

- Making calls to workers and clients regarding schedules and changes in service
- Scheduling workers/clients based on need and geographic area
- Making changes to schedules in case of cancellations, illness, vacations and holidays
- Updating information in Alayacare database
- Collaborating with the team to provide client centered service
- Additional admin support on occasion
- Ability to work occasional nights and weekends
- Other tasks as required

### **Requirements and Qualifications**

- Strong organizational and time management skills. Ability to manage deadlines
- Excellent attention to detail
- Pleasant telephone manner, ability and interest in working with seniors
- Excellent communicator; good listening skills and ability to provide clear explanations by phone
- Ability and desire to be part of a team that delivers excellent service
- Ability to become expert at using scheduling platform/database
- Ability to use email, basic Excel, and word processing
- Russian language knowledge required



**Vaccination Policy**

JFS requires that all employees and volunteers are fully vaccinated against COVID-19. Anyone hired after January 1, 2022 will be required to show evidence that they have received at least one dose of the vaccine prior to employment, and we will require that they be fully vaccinated within 30 days of their start date.

**Start Date**

February 2022

**To Apply**

If you are qualified and interested in this opportunity, please forward a cover letter and resume quoting “Home Support Scheduler” to Rachel Shanken, Director of Operations at [jobs@jfsvancouver.ca](mailto:jobs@jfsvancouver.ca) by January 17, 2022. Applications will be considered on a rolling basis. Please note that only qualified candidates considered for an interview will be contacted.