



Dufferin Child and Family Services is a multi-service agency providing Children's Mental Health, Child Protection and Developmental Support.

The agency currently requires:
1 – Permanent Full Time – Scheduler

You are seeking:

- A challenging role that offers flexibility, learning opportunities, and work within a multi-disciplinary team.
- A unique opportunity to work in a progressive, multi-service agency in collaboration with community partners.
- An opportunity to work closely with our Fee for Service, Onsite Supervisor, and Respite teams.

We are seeking: an innovative, detail-oriented individual with the ability to:

- Ensure smooth operations of the agency's programs through the scheduling of all direct support staff, taking into consideration all planned and unplanned absences.
- Coordinate and schedule staff according to client needs, staff availability, fittingness, and program requirements.
- Provide staff with updated schedules on a consistent basis.
- Act as the primary point of contact for staff regarding scheduling changes, absence calls, and additional questions.
- Maintain accurate records of shifts, record absences using appropriate time codes within our Time Management system as well as inform time management strategies throughout relevant HR processes.
- Cover vacant shifts and absences in a timely manner.
- Maintain accurate records of client sessions, cancellations, and rescheduling, liaise with Finance to ensure clients are billed accordingly.
- Respond appropriately to complaints and requests; ability to build and maintain positive rapport with clients and staff.
- Demonstrate strong interpersonal relations, problem-solving, and conflict resolution skills.
- Collaborate with Managers and Payroll to resolve payroll discrepancies, including the management of Casual Part time schedules that are submitted to Payroll biweekly.
- Design and develop training materials to improve existing workflows for reference and training purposes.
- Maintain confidentiality of all client information in accordance with agency policies and procedures.

Qualifications:

- Degree or Diploma in administration, healthcare administration, or related field required.
- Two (2) years of related experience.

- Exemplary organizational and communication skills required.
- Strong attention to detail and accuracy necessary.
- Effective at dealing with competing demands while experiencing frequent interruptions.
- Excellent ability to use MS Office Applications (e.g. Word, Excel, PowerPoint etc.)
- A clean Vulnerable Police Records Check is required.
- Valid Drivers License and access to a reliable motor vehicle with appropriate liability insurance.

If you are interested in this job opportunity, please apply by email on or before **Tuesday April 30, 2024** to hr@dcafs.on.ca **quoting reference number 2024-008**.

As an employer committed to employment equity and accessibility for persons with disabilities, we encourage applications from members of equity-seeking communities including racialized and Indigenous persons, persons with disabilities, women, and persons of all sexual orientations and gender identities/expressions. Our hiring framework is founded in equity, truth and reconciliation, anti-black racism, and anti-oppressive practices.

DCAFS is committed to providing a recruitment and selection process that is both inclusive and free from barriers. Accommodations for job applicants with disabilities are available upon request and will be provided in accordance with the **Ontario Human Rights Code** and the **Accessibility for Ontarians with Disabilities Act**.

DCAFS requires all employees, contractors, students, and volunteers to be fully vaccinated against COVID-19, absent of a valid medical exemption.

Applicants are required, in advance, to make any accommodation request known to Human Resources by contacting the department at (519) 941-1530 and Human Resources will strive to provide reasonable and appropriate accommodation for all applicants during the recruitment and selection process, which will ensure the process, is conducted in a fair and equitable manner

Thank you for your interest; however only those selected for an interview will be contacted.

Role Location: Orangeville, Ontario

Reports to: Supervisor, Headwaters Family Visit Centre and Director, People and Culture

Hours of Work: 33 hours per week, 4 X 7:30am-3pm; 1 X 7:30am-3:30pm

Salary Range: \$49,000 - \$65,000