**Community Support and Scheduling Facilitator**

Full Time, Permanent

Guelph Independent Living is a premier Community organization for over 47 years, serving people where they live; we are committed to our clients living with dignity by delivering quality programs, housing and supportive services.

**Why Join our team:**

* Flexible scheduling, work from home opportunities
* Rewarding and impactful work, ensuring clients within the community are receiving care
* Competitive compensation including paid orientation and training
* Benefit package for full time permanent positions
* Group RRSP program, including Employer matching after length of service
* Wellness matters to us, and our **Employee Assistance Program** is free and confidential for all employees and family members. Services include, but are not limited to, counselling (individual, family, children, couples, credit), wellness promotion, financial literacy programs and assorted therapies as needed
* Continuous learning and professional development opportunities
* 2 to 6 weeks vacation dependent on seniority
* Employee incentives (giveaways, contests & more)
* Supportive team environment

**Responsibilities:**

The Community Support and Scheduling Facilitator is responsible for the daily scheduling of the Outreach Program as well as managing the Home Help homemaking program. They are also responsible for notifying the Program Coordinator of any scheduling or home help issues or concerns that can’t be resolved in a timely manner or that are considered critical.

**Job Duties and Responsibilities:**

*Scheduling:*

* Prepare monthly schedules according to the collective agreement, rotations, and availability
* Maintain the scheduling and payroll databases
* Schedule coverage resulting from vacation, return-to-work, and doctor’s notes
* Schedule the training of new employees and in-house training and development
* Process shift change forms and confirm changes with staff
* Communicate schedule changes to the clients when required
* Carry the on-call phone on a rotation basis, including every second weekend

*Home Help:*

* Respond to program inquiries from individuals and community agencies
* Manage client intake and assessment
* Match clients to appropriate homemakers
* Carry out all program administrative activities, including the collection and recording of statistical information

Other duties as required

**Qualifications:**

* Knowledge of the service needs of adults with disabilities and seniors
* 2-year community college diploma or 1-2 years of experience in scheduling preferred
* Exceptional verbal, written and problem solving skills
* Excellent computer skills including knowledge of Word and Excel

The position is 35 hours per week, (plus 1 hour unpaid lunch daily)

Hours are Monday - Friday 6 am -2 pm, as well as participating in a rotating on-call schedule approximately once every 5 weeks.

**Start Date:** Looking to fill as soon as possible.

Applications will be received until the position is filled.

Guelph Independent Living is an equal opportunity employer. Accommodation is available upon request for applicants with disabilities in the recruitment and assessment process and when hired.

Please apply for this position by following this link:

<https://gil.prevueaps.com/jobs/>