



Title:	Staffing Coordinator	Closing Date:	When filled
	Tools: Web and Mobile Apps		
Job Location:	Prince of Wales Dr. , Ottawa	Job Category:	Health care
Employment Status/Type:	Part time, work from home	Salary Range:	\$18/hour

Job Description:

StaffMed Homecare is seeking a Healthcare Staffing Coordinator to work primarily from home. This individual would manage and coordinate healthcare staff schedules, take incoming requests or calls and assist clients and healthcare staff with the use of the company's web and mobile apps tools. This job's activities include staff scheduling/coordinating, recruiting/orienting, administration and providing web and mobile app assistance to clients and healthcare staff.

Hours:

The job is 2 days a week (8 hours a day), however the staff person will be asked to be on call 24/7 to take requests for new assignments. Since the person is working from home, he/she may only receive 1 call requisition during the day and would still be paid for a full day, however the person would be expected to self-manage and keep busy with managing the company app/update info, contact staff, etc.

Duties:

- Receiving phone calls from retirement facilities/health care organizations and families requiring private care
- Take in the details of the type or level of care needed from health care organizations or home care / private clients (e.g. one-on-one/personal care (companion/caregiver) or nursing care, private family or health care organization such as a retirement facility or long-term care home, etc.), price, date and time
- Contacting health care staff & create a list of available staff (e.g. caregivers/companions, PSW, nurses) for scheduling of new assignments
- Verifying schedules and assigning shifts as well as adjusting and updating staffing charts and master schedule
- Assisting both callers/clients and health care staff to create profiles online
- Managing online app and helping new clients and health care staff to create profile on their desktop computers or to download the application onto their mobile device
- Communicating with both clients and staff by phone, text message, or email
- Assisting new health care staff in creating and managing their online account (e.g. uploading a photo, documents, creating a profile, etc.), responding to client requests, scheduling, billing, etc.
- Communicating with health care staff
- Constantly tracking and updating information on various health care staff – such as availability, active or inactive status, recording reasons for no shows or decline of shifts, contacting management on areas of concern

Requirements:

- An ability to take in information quickly and efficiently and to quickly come up with a list of staff to contact for new assignments
- Intermediate keyboarding and computer skills; and comfortable in a home-based/online work setting
- General knowledge of office practices and procedures, and use of office equipment (computer, scanning, Excel, Word, email, working with online profiles for health care staff)
- Effective verbal and written English language communication skills
- Strong self-management and organizational skills and an ability to make judgement calls and apply critical thinking
- Ability to work both independently with minimum supervision and as a team member
- Ability to act quickly and urgently and to meet tight deadlines and work in a time sensitive environment, managing competing priorities
- Good organizational skills in accessing notes on which kind of staff to call on, depending on the assignment
- Strong ability to work with people from different backgrounds
- Strong sales, customer service and relationship building skills
- Ability to work under pressure when there are many requests or when it is busy
- Demonstrated ability to respect confidentiality including paper, electronic format and other mediums
- Good work ethic and attendance record

Assets:

- An individual with front line experience in health care and strong coordinating skills would be a great asset
- Bilingual is an asset but not mandatory
- Knowledge of the Ottawa area

Please apply by email:

<mailto:info@staffmed.ca>