

# On Call Shift Monitor (Part Time) Attendant Services

Spinal Cord Injury Ontario is an expert in the field of spinal cord injury. Founded in 1945, our mission is to assist persons with spinal cord injuries and other physical disabilities to achieve independence, self-reliance, and full community participation. Our core service areas include Employment Services, Peer Support, Regional Services and Attendant Services.

The On-Call Shift Monitor will provide telephone scheduling support to Clients and Attendant staff during periods when the office is closed. The On-Call Shift Monitor will assist with ad-hoc changes to the daily schedules based on Attendant and Client requests. This role emphasizes the provision of efficient and confidential delivery of high quality client-focused services.

## Scope of Services:

- Provide non-emergency scheduling support to Clients and Attendants for changes required to pre-scheduled attendant services, up to 20 hours per week
- Real-time entry of information in scheduling software
- Generate shift reports recording incoming/outgoing calls and responding to calls within the established time frame
- Maintain detailed timekeeping records

## Requirements:

- Minimum 3 years client service/scheduling /dispatching experience
- Proficiency with MS Office, Database systems (CIMS or similar scheduling software, an asset)
- Knowledge of the Employment Standards Act and application of Collective Agreement(s)
- Excellent communication and organizational skills
- Demonstrated conflict resolution skills
- Adaptability and ability to problem-solve in a fast-paced environment
- Internet access at home is required

**This position provides support on weekdays from 6am - 9am and 5pm - midnight with rotating shifts on weekends and holidays.** This is a Part-Time home-based opportunity for an individual who is energetic, quick to learn, detail oriented, flexible, and who can multi-task in a high volume environment.

Given the essence of Spinal Cord Injury Ontario, lived spinal cord injury experience will always be considered an important criterion among the criteria that are part of any given search. SCI Ontario is

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dedicated to achieving accessibility for persons with disabilities, while ensuring barrier-free selection processes and environments. Reasonable and appropriate accommodation will be provided during the selection process upon request and addressed confidentially.

Please submit your application in the form of a resume and cover letter via email to [hr@sciontario.org](mailto:hr@sciontario.org), no later than **June 19, 2018**.