

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Scheduling Coordinator II

Class Code: 70362

Pay Grade: GF

A. Purpose:

Schedules, reviews and coordinates employee staffing for one or more treatment units, and maintains up-to-date records of staff to ensure adequate staffing levels are maintained.

B. Distinguishing Feature:

The Scheduling Coordinator II provides six week and daily scheduling for direct care, clerical and higher level staff such as registered nurses, occupational and recreational therapists and social workers. This position also keeps daily shift tallies, reviews and verifies employee overtime forms, and creates reports.

The Scheduling Coordinator I provides daily/weekly scheduling from the master schedule for direct care staff, keeps daily tallies and creates reports due to sick leave, personal leave and hospital coverage. This position also runs the switchboard, deciphers and types responder logs, maintains equipment, orders supplies, processes and computes the daily facility census, and provides information and assistance to staff in emergency situations.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions that may be found in positions of this class.)

1. Prepares and disseminates six week staff schedules for a facility to ensure adequate staff coverage for all units.
 - a. Ensure schedules provide 24 hour coverage.
 - b. Tracks dated leave requests to ensure fairness and consistency in granting time off.
 - c. Informs supervisors and staff if requested leave is able to be approved.
 - d. Reviews staff trade requests to ensure employees are not working overtime or below their required hours.
 - e. Creates and distributes a list of registered nurse and staff shift vacancies to overtime replacement and part-time staff to reduce overtime.
 - f. Arranges mandatory and optional staff training and in-services while ensuring adequate staffing requirements are maintained.
2. Creates and modifies daily schedules to ensure adequate coverage for the facility.
 - a. Adjusts schedules due to employee leave.
 - b. Tracks discharges, admissions, transfers, on-leaves, and other unit acuity levels to ensure minimum staffing requirements are met at all times.
 - c. Arranges mandatory training for staff while avoiding overtime.
 - d. Receives incoming calls from employees unable to work, working employees requesting flex time, requests for immediate coverage due to high acuity, and requests for coverage assistance.
 - e. Reviews and rearranges staff schedules to ensure staffing requirements are met while avoiding overtime.
 - f. Ensures staff who have more than the required working hours flex time off to avoid over time.
 - g. Contacts overtime replacement, part-time and regular employees for coverage.

- h. Creates and distributes an open shift list for overtime sign up and staff gapping lists when necessary.
 - i. Contacts overtime replacement staff regarding their scheduled hours and if they are no longer needed for a shift.
- 3. Develops reports and reviews documentation to ensure required information is accurate and readily available.
 - a. Records and reports the number of nurses working each day on each shift.
 - i. Provides an explanation when the registered nurse count is below minimum.
 - ii. Presents information quarterly to the appropriate staff.
 - iii. Answers questions regarding report numbers and issues.
 - b. Reviews and matches employee overtime justification forms to the total number of overtime hours worked.
 - i. Contacts supervisors when employee overtime is not accounted for.
 - ii. Works with staff and supervisors to determine when overtime was worked and the justification for the overtime.
 - iii. Creates a report documenting and explaining overtime.
 - c. Creates daily overtime replacement reports and assists in recovering unaccounted time.
- 4. Updates employee e-mail addresses and phone numbers and notifies facility staff of changes to ensure accurate information is available.
- 5. Performs other work as assigned.

D. Reporting Relationships:

The incumbent does not typically supervise.

E. Challenges and Problems:

Challenged to continually readjust schedules for the day to accommodate emergency situations, sick employees and other staff shortages, often within a short timeframe; understanding and enforcing policies on scheduling, leave and overtime; meeting schedule posting deadlines; and understanding federal guidelines.

Problems include obtaining required staff paperwork in a timely manner; and determining the accuracy of hours worked by overtime replacement staff.

F. Decision-making Authority:

Decisions made include scheduling and staff placement; review of leave requests and day exchanges; if and when overtime is needed; and format and information included in staff tallies and reports.

Decisions referred include final approval of schedules and reports; final decision to run below minimum staffing requirements; and notification of employees not completing required forms.

G. Contact with Others:

Daily contact with scheduling staff, nurse managers or program directors to discuss staffing needs and changes; direct care staff to discuss scheduling and leave; overtime replacement and part-time employees to fulfill minimum staff coverage. Daily or weekly contact with social workers to arrange staff coverage for patient transportation.

H. Working Conditions:

Typical office environment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- state, federal and institution policies and procedures concerning scheduling and leave time;
- record keeping;
- scheduling and staff coverage;
- computers, keyboarding and computer applications.

Ability to:

- deal with emergency scheduling situations effectively;
- follow instructions and procedural guidelines;
- apply policies and procedures to persons in a uniform manner;
- use courteous actions and tactful speech in dealing with others;
- pay attention to detail;
- work well with people of all skill levels;
- prioritize and problem solve;
- work as a member of a team;
- keep a positive attitude during stressful situations;
- maintain sensitive and confidential information;
- problem-solve creatively and effectively;
- demonstrate an independent work initiative.