



Position: Clerk/Scheduler **Status:** Temporary Part Time

Hourly Wage: \$31.19 **Program:** Long Term Care

Hawthorne Seniors Care Community is a not-for-profit seniors living community committed to providing compassionate, person-centered care in a safe, welcoming, and home-like environment. We support seniors to live with dignity, independence, and purpose.

Hawthorne Seniors Care Community is accepting applications for a Clerk/Scheduler to support our Long-Term Care. The ideal candidate is highly organized, detail-oriented, and able to manage multiple priorities in a fast-paced environment while maintaining accuracy and professionalism.

This is a temporary part time position that is expected to last between 12-18 months. The schedule is Wednesday to Friday 8-4 pm and Saturdays 6-2 pm. This successful individual is expected to pick up additional shifts to cover vacation shifts.

About the Role

Reporting to the Director of Care, the Clerk/Scheduler provides clerical, administrative, and scheduling support to ensure the smooth operation of care services. This role supports leadership, staff, residents, and families by coordinating staffing needs, maintaining accurate records, and ensuring administrative processes meet operational, financial, and legal requirements.

Key Responsibilities

- Provide clerical support including preparing and maintaining resident charts, filing, and document management
- Maintain and update databases, lists, and resident information systems (e.g., PointClickCare)
- Receive, sort, and distribute mail and respond to general inquiries from residents, families, and staff
- Order and manage office, clinical, and program supplies, including maintaining inventory systems
- Support care conferences by coordinating communication with residents' families
- Maintain confidentiality of all resident, staff, and organizational information
- Coordinate staffing by filling vacancies due to leaves, illness, or scheduling gaps in accordance with collective agreements and staffing plans

Interested applicants should email a resume and relevant supporting documents to hr@hawthornecare.com.

We thank all applicants, but only those applicants shortlisted will be contacted.



- Respond to short-term staffing needs using established procedures and staffing algorithms
- Process staff leave requests and compile relevant data for leadership approval
- Maintain accurate scheduling and timekeeping records using computerized systems (e.g., ComVida)
- Communicate scheduling updates and respond to employee scheduling inquiries
- Track Occupational First Aid Attendant (OFA) coverage and prepare weekly schedules
- Monitor attendance records and report variances or concerns to leadership

Qualifications

- Completion of Grade 12
- Minimum three (3) years of recent clerical and scheduling experience, preferably in a healthcare or unionized environment
- Experience with collective agreements (BCNU, FBA, and CBA) is an asset
- Equivalent combination of education, training, and experience may be considered Proficiency in PointClickCare and computerized scheduling systems (e.g., ComVida)
- Strong organizational skills with high attention to detail
- Ability to multitask and prioritize in a fast-paced environment
- Effective communication skills, both verbal and written
- Demonstrated ability to work collaboratively within a team Proficiency in Microsoft Office (Excel, Word, Outlook, M365 tools)
- Basic understanding of cybersecurity and file management practices
- Minimum keyboarding speed of 60 WPM

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