

SCHEDULER ON CALL (SOC) POSITION REQUIREMENTS AND JOB DUTIES

The Scheduler On-Call (SOC) works closely with and under the direction of the Scheduler/On-call Supervisor to receive and triage calls and/or pages from Consumers or Personal Care Workers (PCWs) to ensure that all consumers receive needed cares.

SOC will be available to work AT LEAST 1 weekend (Saturday and Sunday) per month and will consult with the Scheduler to develop other available work hours.

Required:

- At least 6 months of favorable, continuous employment with the same employer in the last 2 years.
- Certified Nursing Assistant Certification (CNA) with 1 year of recent experience; 18 months of care experience will be considered in lieu of certification.
- At least 18 years of age.
- Undergo a criminal background check and meet the state caregiver requirements for hiring
- Ability to lift 50 pounds without restrictions.
- Ability to complete necessary documentation thoroughly and correctly.
- Ability to follow all tasks on the Care Plan
- Ability to communicate effectively with supervisors and consumers in English.
- Access to a reliable vehicle, valid driver's license with no restrictions, and the ability to travel throughout Dane County as needed, including during inclement weather.
- Must live within 30 minutes of downtown Madison.
- Ability to travel throughout Dane County.

In addition to the above, successful applicants are dependable, courteous, and respectful.

The SOC will be expected to perform the job duties listed below on an as-needed basis to fill in if other workers cannot be scheduled.

Job duties may include some or all of the following:

- Receive and triage calls and/or pages from Consumers or Personal Care Workers (PCWs). Coordinate the On-Call PCW's schedule through the triage process to determine greatest need for each Consumer and set up schedules for the On-Call PCWs accordingly.
- Document all calls and pages per protocol established by the On-Call Supervisor.
- Bathing- Bed bath or assistance with showering, bathtub assistance or hair washing
- Dressing- Total or partial assistance with dressing
- Oral Hygiene- Cleaning teeth or oral hygiene set-up
- Transfers- Assisting person from bed to wheelchair and /or reverse in/out of shower or bathtub, use of mechanical lift or transfer board may be necessary. Positioning may also necessitate lifting.
- Toileting- Assistance getting on/off bedpan, commode or toilet; diapering
- Bladder Care- Application of external catheters, intermittent catheterization, cleaning of urinary drainage equipment
- Bowel Care- Assistance with toileting, may include physical removal of stool and/or cleanup
- Exercises- Assistance with exercise equipment and/or range of motion exercises
- Meal Prep- Grocery shopping; assistance with cooking, meal set up, dishes and kitchen clean up
- Laundry- Assistance with laundry as needed
- Housekeeping- Light housecleaning – may require lifting
- MD visits- Accompany to hospital, clinic, therapy visits
- Observation- Observe skin for changes, redness; pressure sores; swelling
- Time Sheets- Accurately complete and return time sheets according to payroll schedules.
- Other tasks - as listed in the member's individual Care Plan

By Signing below I agree that I have read, understand and agree to the position requirements and the job duties listed.

Signature: _____ Date: _____

Community Living Alliance is an EEO/Affirmative Action employer.

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