



## POSITION DESCRIPTION

### HOSPITAL SERVICES SCHEDULER

Reports To: Operations Supervisor

Position Status: Hourly

Supervises: No One

Effective Date: 06/12/18

#### **GENERAL SUMMARY**

The Hospital Services Scheduler is responsible to the Operations Supervisor and the Regional Nurse Managers for designated operations within Hospital Services. This includes: a) Collect, organize and maintain patient staff and nephrologist data; b) Daily scheduling and distribution of staff to hospital facilities; c) plans and schedules patient treatment assignments; d) maintains positive relationships with client hospitals and nephrologists; e) verifies treatments provided match hospital charges; and g) facilitating distribution and collection of paperwork related to performance appraisals.

#### **DUTIES and RESPONSIBILITIES**

1. Provides customer service and maintains Hospital Services Dashboard database.
2. Develops staff scheduling to ensure optimum coverage while using appropriate staffing guidelines, including productivity standards, RN/Dialysis Tech ratios, approved PTO, and use of overtime hours.
3. Plans and schedules patient treatment assignments; is responsible for liaison with Regional Manager, client hospitals and nephrologists and works to resolve conflicts.
4. Uses secure communication systems to communicate with client hospitals and nephrologists.
5. Works closely with the Clinical Educator to schedule new staff with preceptors for orientation and as needed for clinical check off of new modalities.
6. Assist as necessary with communicating NKC policies, procedures and practices.

7. Participates in Joint Commission surveys.
8. Assists with monitoring dialysis treatment reporting to assure accuracy and completeness.
9. Enters and tracks facility charges, which entails database design and data entry.
10. Works collaboratively with Regional Managers to facilitate distribution and collection of paperwork from client hospitals related to performance appraisals.
11. Maintain cultural awareness when communicating with visitors.
12. Develop staff and promote a supportive environment.
13. Performs other duties and responsibilities as assigned.

### **PLANNING**

This position is responsible for planning required for provision of patient care and for assisting in the coordination of planning with client hospitals. It requires strong organizational and communication skills. Typical planning responsibilities are: Using the scheduling program to determine which staff are qualified to perform required procedures and assigning staff to a given facility based on anticipated needs.

### **SUPERVISION and COORDINATION**

This position does not involve supervision. It does require coordination of staff on a shift to shift basis to meet the needs of various client hospitals.

### **FINANCIAL RESPONSIBILITY**

This position is responsible for contributing to the overall financial performance of the Northwest Kidney Center and assisting the department in meeting its budget.

### **JOB CONDITIONS and PHYSICAL EFFORT**

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, pull down windows and scanner in an efficient manner. Must be able to demonstrate use of appropriate software after training including Microsoft Office.
3. Duties and responsibilities are performed in an office environment.

4. A valid WA state driver's license and vehicle is required to travel to various client sites.
5. Physical activities require the ability to stoop, reach, stand; walk, pull, push; sit for extended periods; use fingers to manipulate items; talking, hearing; and repetitive motion of hands, wrists, fingers. Eye-hand coordination must be very good.
6. The physical requirements include the ability to lift/move objects weighing up to 25 pounds occasionally, and lift/move objects weighing up to 10 pounds frequently.
7. The position requires visual acuity to read, work extensively with computer monitor, and perform other duties as required.
8. Maintains core competencies and meets employee health standards as outlined by Hospital Services.

### **CUSTOMER SERVICE STANDARDS**

All staff are responsible for demonstrating good customer service and professionalism.

1. CONSIDERATION: Greet customers promptly; Show courtesy; Recognize customers' needs; Respect privacy.
2. CONCERN: Listen to customers; Express appreciation; Be non-judgmental; Take responsibility.
3. CONFIDENCE: Show a positive attitude; Take personal initiative; Inform; Educate and reassure; Provide prompt follow-up.
4. CONDUCT: Hold appropriate conversations; Maintain a professional appearance; Establish teamwork; Show professional competency.

### **EDUCATION and EXPERIENCE**

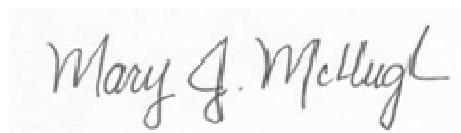
The Hospital Services Scheduler should have the equivalent of high school graduate level studies, preferably some college. An Associate Degree is preferable. Medical Terminology familiarity is required.

The Scheduler should have previous staff or patient scheduling experience and demonstrated ability to work effectively with a variety of individuals. Prior experience in dialysis services is preferred.

Experience with a variety of computer programs is preferred. Excellent communication skills are required.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.**

**REVIEW and APPROVAL**



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Vice President of Operations  
& External Affairs

06/12/18  
Date



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Vice President of Human Resources

06/12/18  
Date