



**Job Title: Scheduler for Resident Care Assistants**

**Location: The Residences at Benning Metro 4501 Blaine Street NE Washington, DC 20019**

**Hours: Full Time**

**Department:** Resident Care

**Reports To:** Resident Care Director

**Status:** Non-Exempt

**Location:** Washington DC

**Job Summary:**

The Assisted Living Scheduler is responsible for developing, maintaining, and coordinating staff schedules for Resident Service Assistants (CNAs) and Licensed Practical Nurses (LPNs) to ensure appropriate staffing coverage that meets resident care needs, regulatory requirements, and organizational standards. This role also coordinates and schedules medical and provider appointments for residents, serving as a key liaison between clinical staff, residents, families, and external healthcare providers.

**Duties and Responsibilities:**

- Create, manage, and maintain daily, weekly, and monthly schedules for CNAs/RSAs and LPNs in accordance with resident acuity, census, and care plans.
- Ensure staffing levels comply with state regulations, licensing requirements, and community policies.
- Coordinate coverage for call-outs, absences, PTO, holidays, and unplanned staffing needs.
- Collaborate closely with the Resident Care Director to adjust schedules based on clinical priorities and operational changes.
- Track staff availability, overtime, and shift differentials (when applicable) while promoting equitable scheduling practices.
- Communicate schedules clearly and timely to staff and leadership.
- Schedule and coordinate medical, therapy, and specialist appointments for residents (e.g., primary care, specialists, labs, therapy services).
- Coordinate transportation needs related to resident appointments.
- Maintain accurate appointment calendars and notify residents, families, nursing staff, and care teams as needed.
- Ensure appointment schedules align with resident care needs and staffing availability.
- Track follow-up appointments and provider visits to ensure continuity of care.
- Maintain accurate scheduling records in scheduling and/or electronic health record systems.
- Support audits and surveys by providing scheduling documentation as requested.
- Adhere to HIPAA and confidentiality requirements when handling resident information.
- Serve as a primary point of contact for scheduling inquiries from staff and leadership.
- Communicate proactively with nursing leadership regarding staffing challenges or risks.
- Provide excellent customer service to residents, families, staff, and external providers.

**Qualifications Required:**

- High school diploma or equivalent.
- Minimum of 2 years of scheduling or administrative experience in healthcare, assisted living, long-term care, or a related setting.
- Strong organizational and time-management skills.
- Proficiency with scheduling software and Microsoft Office (Excel, Outlook).
- Ability to manage multiple priorities in a fast-paced environment.
- Excellent verbal and written communication skills.

**Preferred:**

- Experience in assisted living, skilled nursing, or home- and community-based services.
- Familiarity with staffing ratios and healthcare regulatory requirements.
- Experience coordinating medical appointments and transportation.
- Knowledge of electronic health records (EHR) or workforce management systems.

**Required Behavior:**

- Appearance is neat, clean, and according to dress code.
- Able to demonstrate a high level of service delivery; does what is necessary to ensure customer satisfaction; deals with service failures and prioritizes customer needs.
- Able to clearly present information through the spoken word; reads and interprets complex information; talks with residents, family members and customers; listens well.
- Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.
- Able to work cooperatively with a group of people to achieve goals and objectives.
- Able to be tactful; maintain confidences, foster an ethical work environment; give proper credit to others; handle all situations honestly.
- Able to keep an open mind and change opinions on the basis of new information; performs a variety of tasks and change focus quickly as demands change; manage transitions effectively from task to task; adapt to varying customer needs.
- Communicate to residents, families, department heads, resident care assistants and Resident Care Director in an effective and respectful manner.

**Core Competencies:**

- Attention to detail
- Problem-solving and adaptability
- Confidentiality and professionalism
- Team collaboration
- Reliability and accountability

**Work Environment:**

- Office-based with frequent interaction with clinical staff.

**Physical Demands:**

- May require flexibility to respond to after-hours or urgent scheduling needs. Physically able to move at least 20 lbs. without assistance.
- Physically able to bend, reach, and work in small areas.
- Physically able to push and pull office equipment and furnishings.

**Benefits:**

Full time position offers a competitive benefit program to include Medical, Dental, Vision, Health FSA, Dependent Care FSA, Short-Term Disability, Long Term Disability, Life Insurance, Home and Auto Discount program, Vendor Discount Program, 401(k) with matching contribution, Accrued Vacation, Sick, and Personal time and Paid Holiday Benefit. Employee referral bonus, and resident referral bonus.

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