



Job Title: Staffing Support Worker - Temporary Part-Time - Pioneer Ridge

Competition Number: COM-273-26	Department: Community Services
Posting Category: Open	Division: Pioneer Ridge
Job Type: Temporary Part-Time	Affiliation: Non-Union
Site: Pioneer Ridge	Location: CA-ON-Thunder Bay
Min: CAD \$32.72/Hr.	Max: CAD \$37.18/Hr.
Pay Band: 4	Number of Positions: 1
Effective Date: December 16, 2014	Supersedes Date: February 8, 2006
Posted Date: September 15, 2026	Post End Date: September 23, 2026

Support Staffing. Help Ensure Quality Care. Make An Impact.

At the City of Thunder Bay, **Our City Runs on People Like You.** Together, we are building a workplace where everyone belongs—where your organizational skills, attention to detail, and commitment to service help support the delivery of quality care to residents at Pioneer Ridge.

Here, you'll play an essential role behind the scenes, coordinating staffing schedules, supporting workforce planning activities, and helping ensure care teams have the resources they need to provide exceptional service. You'll be part of a workplace that values respect, fosters growth, and promotes a culture of collaboration, accountability, and compassion.

Thunder Bay offers more than a fulfilling career. With its natural beauty, affordability, and strong sense of community, it's a city where you can grow personally and professionally.

Where Scheduling Experience Enhances Quality Care.

As a [**Staffing Support Worker**](#), you'll play an important role in supporting the day-to-day operations of Pioneer Ridge. Through staff scheduling, workforce coordination, and administrative support, you'll help ensure the right people are in the right place at the right time to support resident care and operational needs.

This role offers the opportunity to work closely with leaders, care teams, payroll staff, and administrative professionals while developing expertise in scheduling, collective agreement administration, workforce coordination, and long-term care operations.

How You'll Support the Team

In this role, you will provide scheduling, clerical, and administrative support to help ensure staffing requirements are met across Pioneer Ridge. You will also have the following accountabilities:

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- Ensure staffing requirements for all Pioneer Ridge sections are met to comply with operational needs and as directed by supervisors.
- Schedule staff, maintain a master schedule, ensure staff replacement, and coordinate the vacation selection process, while following applicable collective agreement and Employment Standards Act requirements.
- Maintain and archive relevant scheduling data, and time sheets as per Corporate policies.
- Assist in scheduling educational sessions and orientation for all Pioneer Ridge staff as required.
- Assist in the filling of vacancies and empty rotations in collaboration with Supervisors, payroll and Administrative Assistants.
- Assist in the creation of new schedules, as required.
- Participate in quality improvement initiatives related to staffing and scheduling software.

For a full detailed description, please click [here](#).

What You Can Count On With Us

We're proud to offer a workplace where your well-being, growth, and sense of purpose come first. As a Staffing Support Worker, you'll enjoy:

- A competitive salary that reflects your expertise
- An optional matching pension plan to help you build long-term financial security
- Access to a confidential Employee and Family Assistance Program (EFAP) and wellness initiatives to support your overall health
- Leadership and training development programs, so you can continue to grow your skills and career
- A culture of recognition and appreciation, with staff events and programs that celebrate your contributions
- Opportunities to build expertise in workforce scheduling, staffing coordination, and long-term care operations
- A collaborative and supportive team environment
- Meaningful work that contributes to the well-being of Pioneer Ridge residents

What You'll Bring to the Team

Here's what will help you succeed as the Staffing Support Worker:

- Secondary school graduation together with a minimum of three years' scheduling experience, preferably in a large institutional setting
- An understanding of the needs of the long-term care sector related to staffing and an ability to deal with staff
- Ability to comprehend and apply rules and guidelines related to scheduling
- Ability to establish and maintain effective working relations with superiors, co-workers, staff, and the public

Join the Team Behind Quality Care – Apply Today

Ready to take the next step in your career journey? Join us at Pioneer Ridge, where your scheduling expertise, organizational skills, and commitment to service will help support the teams that provide quality care to residents every day.

Apply today and start your next chapter with the City of Thunder Bay.

General Information:

As an equal opportunity employer, the City of Thunder Bay encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups, women and members of the 2SLGBTQ+ community.

ONTARIO HUMAN RIGHTS CODE: It is a contravention of the Human Rights Code of Ontario to discriminate on the basis of: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, marital status, family status, disability, age, record of offences, gender identity or gender expression. Therefore, a resume submitted to the City must not include references to any of the above characteristics. Do not include:

- Photos
- Any certificates that have photo identification
- Driver's licences
- Police records checks

Note: The above documentation will be requested by the Human Resources Division should you be the successful applicant. If a Criminal Record Check is required it will be requested by Human Resources should you be the successful applicant. Please do not submit your Criminal Record Check with your application.

ACCOMMODATION: Reasonable accommodations are available upon request for all parts of the recruitment process.

PRIVACY: Personal information on this form is collected under the authority of the Municipal Act, c. 302, as amended, and will be used to determine eligibility for employment. Questions about this collection of personal information should be directed to the Human Resources Division, 125 Syndicate Ave Suite 42, Thunder Bay, Ontario, P7E 6H8, Telephone: 625-3866