

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House and Neighbourhood Link Support Services.

JOB OPPORTUNITY
Client Care Coordinator
3 month contract

Job # C2018-04

GENERAL DESCRIPTION:

The Client Care Coordinator is responsible for coordinating HSW/PSW and client schedules and associated tasks according to client requirements and in accordance with TNG operating standards, the collective agreement and funder requirements.

MAJOR DUTIES:

1. Develop and maintain a coordinated Master Schedule for Home/Personal Support Workers and clients within a complex, high needs environment and in a manner that is responsive to the immediacy/urgency of client requirements.
2. Identify and co-ordinate the availability of appropriate H/PSWs with individual client needs and requirements in an appropriate and efficient manner.
3. Document in CIMS and/or report directly to the appropriate Supervisor, in a timely manner, all communications with H/PSWs, clients, caregivers or Health Care Professionals that could impact client care and well-being.
4. As per HPG notification, ensure that the data entry of CCAC service orders and client updates is done on a daily basis and in a timely manner.
5. Adherence to TNG Policies & Procedures, Codes of Conduct, Confidentiality, Ethics, Non-Discriminatory and Risk Management policies is mandatory

REQUIREMENTS & QUALIFICATIONS:

- Strong, proven scheduling experience in a complex environment using the CIMS system.
- Training and proven experience in MS Office (Word, Excel) and Outlook are required.
- High degree of accuracy and efficiency in data entry.
- Experience and knowledge of issues affecting seniors such as mental health, disability and health access.
- Working knowledge of local program and service resources.
- HSW/PSW related experience complemented by job-related education and training.
- Proven interpersonal, organizational, written and verbal communication skills.
- Demonstrated self-starter with experience and commitment to a team approach in the workplace.
- Ability to work independently in a fast paced, diverse and multicultural environment.
- Must be punctual and reliable (arriving at work on time, consistently and prepared).
- Knowledge and experience in implementing anti-racism and non-discriminatory practices
- Familiarity with the CCAC HPG program an asset

This is a brief summary. For a complete job description, please contact Human Resources.

Terms: Full time contract bargaining unit position, 35 hours per week. Contract date: ASAP until May 5, 2018

Pay Rate: \$24.99

Hours of Work: 35 hours

Posting Date: February 6, 2018 Internal Closing: February 12, 2018 External Closing: February 14, 2018

**To apply, submit your resume and cover letter with CC Supervisor "C2018-04," in the subject line of your email or fax to Human Resources, Central Neighbourhood House, 349 Ontario Street, Toronto, ON M5A 2V8
Fax: 416-925 1545 E-mail: careers@cnh.on.ca**

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirements.