

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

**JOB OPPORTUNITY
RELIEF CLIENT CARE COORDINATORS
ON GOING**

JOB #
C2018-29

GENERAL DESCRIPTION: The Client Care Coordinator is responsible for coordinating H/PSW and client schedules in a manner that is responsive to the clients' requirements and in accordance with TNG operating standards, the collective agreement and funder requirements.

MAJOR DUTIES:

- Develop, coordinate and maintain a Master Schedule for Home/Personal Support Workers and their clients within a complex, high needs environment and in a manner that is responsive to the immediacy/urgency of client requirements.
- Identify and co-ordinate the availability of appropriate H/PSWs with individual client needs and effectively and efficiently.
- Per HPG notification, ensure that the data entry of TC LHIN service orders and client updates is done on a daily basis and in a timely manner.
- 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.
- Ensure confidentiality of all client information.
- Identify, document and appropriately refer any issues requiring intervention such as staff/client complaints, emergencies, or serious occurrences to the Supervisor or Client Care Manager.
- Other duties as required.

REQUIREMENTS & QUALIFICATIONS:

- Strong, proven scheduling experience in a fast paced, complex environment using CIMS.
- Proven experience in MS Office (Word, Excel, Outlook).
- High degree of accuracy and efficiency in data entry.
- Experience and knowledge of issues affecting seniors and older adults such as mental health, disability and health access.
- HSW/PSW related experience complemented by job-related education and training.
- Thorough knowledge of local program and service resources.
- 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 adherence to TNG policies and Codes of Conduct, Confidentiality and Ethics.

For a complete job description please contact Human Resources.

Terms: This is a bargaining unit position
Pay Rate: \$24.99 / hr.
Hours of Work: variable including some occasional weekends

Posting Date: Aug 14, 2018 Internal Closing: Open External Closing: Open

To apply, submit your resume and cover letter with "CC Coord., Job #C2018-29" in the subject line of your email or fax to:

**Human Resources The Neighbourhood Group, 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.