

# Employment Opportunity

<b>Position:</b> Client Service Coordinator (1-year contract)	<b>Department:</b> In-Home Services	<b>Reports to:</b> Manager, In-Home Services
	<b>Work Schedule:</b> Mon-Fri – flexible hours for evening visits as required	<b>Date Posted:</b> 2012-01-27
		<b>Salary Range:</b> \$29,000-\$36,000

**Job Summary:** Coordinate client service delivery which is responsive to client needs and service requests, and supports field staff efficiency and effectiveness. This position requires strong organizational, documentation and communication skills in a fast-paced environment.

### Duties and Responsibilities:

- Be the main point of contact for potential clients, existing clients, field staff, and the staff of organizations for which the agency provides contracted client service delivery.
- Accept new client referrals; assess clients; develop and/or implement service plans, changes and maintain detailed and accurate documentation.
- Schedule assignments for field staff (personal support workers and home cleaning), and resolve day-to-day operational problems.
- Promote client and staff safety, address safety concerns, and document and investigate incidents.
- Promote client and staff satisfaction and address complaints related to day-to-day service delivery
- Provide accurate and on-time daily, weekly and monthly reporting as required internally and externally.
- Adhere to all:
  - TransCare policies and procedures, and reporting.
  - Contractual service, reporting and billing requirements.
  - Relevant regulatory requirements such as health & safety (OHSA and agency H&S program); illness/injury (WSIB); accessibility standards (AODA and agency AODA program), employment standards in terms of overtime and equity.
- Contribute to consistent quality of service delivery and continuous improvement within the agency's accreditation framework.
- Perform other duties as may be assigned, including backup for Program Assistant or Supervisors.

### Job Qualifications:

**Language:** Good spoken and written English (spelling, grammar); other languages an asset.

**Education:** Community college diploma or university degree.

### Experience

- Previous client service experience in a health care environment preferred.
- Previous health and safety training (WHMIS, JHSC, CPR/FA) an asset.

**Computer**

- Good Microsoft Office skills (Outlook, Word, Excel); experience with integrated client service software an asset  
Demonstrated keyboarding skills (accurate 50 wpm).

**Vehicle:** Car and valid driver's license.

**Attributes**

- Can work independently and as part of a team.
- Good telephone skills with individuals with limited English &/or cognitive confusion.
- Can handle challenging individuals, defuse situations, respond professionally "under fire."
- Organized and detail-conscious; can handle multiple priorities; has a problem-solving orientation.

***TransCare Community Support Services reserves the right to make changes to this position from time to time.***

***Please submit your application to [donna.rowley@tcare.ca](mailto:donna.rowley@tcare.ca) by Friday, February 24th, 2012 or fax it to (416)646-3576 or drop it off at the address below. All applications will be held in strict confidence.***