



Job Posting

Job Title:	Client Service Coordinator	Job Status:	Full-Time
Department:	In-Home Services	Employee Group:	Bargaining Unit
Reports To:	Supervisor, In-Home Services	Direct Reports:	Personal Support Workers (PSWs)
		Hours Per Week:	On Average 35 Hours
Job Posted On:	March 07, 2023	Job Closing On:	March 13, 2023

TransCare® Community Support Services is a charitable not-for-profit corporation dedicated to providing home and community support services for people who need assistance due to illness, convalescence, disability, or functional limitations related to aging. We offer a continuum of services to facilitate independent living, comfortably and safely in the clients' homes, and in the community.

Position Overview:

Responsible for scheduling and coordinating client services to ensure a high level of client, partner and worker satisfaction. The position entails direct contact with clients, and managing their needs.

Primary Duties & Responsibilities:

- Schedule client requests from intake to termination, with accurate and complete documentation, including all ongoing changes or issues.
 - Assign direct service workers for effective client continuity of service and preferences, and efficient worker deployment.
 - Monitor client care plans, changing needs, and proactively engage caregivers, contracting organizations, external organization and internal agency resources as appropriate.
 - Coordinate information flow from between the client, Agency and funders.
 - Resolve day-to-day operational problems, including early identification of emergent issues and monitoring of continuing issues, with escalation to supervisor(s) or manager as appropriate.
 - Motivate Personal Support Workers and promote a high standard of service.
 - Reconcile payroll time sheets and client schedules and weekly billings for processing.
 - Initiate, or initiate and complete, internal and external reports including but not limited to statistics billing, WSIB and incident reporting.
 - Participate in client visits or complaint and incident investigation as required.
 - Maintain the client base and act as one of the primary contacts for client inquiries.
 - Adhere to all regulatory requirements and agency policies and procedures.
 - Collaborate with IHS team to ensure operational standards and quality objectives are achieved, and new administrative procedures are implemented.
 - Act as back-up to other coordinators and program assistant(s).
 - Other tasks as may be assigned.
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Job Specifications: (Minimum Knowledge/Education, Experience, Skills and Abilities normally required for competent performance in the job)

- College diploma in healthcare or related discipline preferred.

- Previous scheduling experience is required for approximately 150+ clients per case load, preferably in health care; minimum 6 months to 1 year.
 - CIMS or AlayaCare experience an asset. Good Microsoft Office and keyboarding (50 wpm) skills.
 - Effective communication skills and superior, courteous telephone etiquette; able to defuse and resolve difficult situations and complaints.
 - Sensitive and responsive to client and staff diversity (culture, age, language, condition) and communication challenges.
 - Excellent organizational skills, attention to detail, and multi-tasking skills.
 - Can work independently and as a team contributor in a fast-paced environment.
 - Ability to speak another language is an asset i.e. Tamil, Italian, Cantonese or Mandarin.
 - Must be fully vaccinated against Covid-19 (two doses of a COVID-19 vaccine were taken).
 - A valid driver's license with vehicle is preferred.
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Attributes of the Successful Candidate Include:

- Strong analytic and time management skills.
 - Strong communication skills (both written and verbal).
 - Excellent stress management and leadership skills.
 - Able to adapt to various environments, and work in individual and/or team settings.
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Work Conditions and Physical Capabilities:

- Able to work the business hours of 8:30-4:30 and after hours/weekends on-call.
 - Office environment, with significant computer and telephone use.
 - Can lift and/or carry 6-13.5 kg (15-30 lb).
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Job Application Instructions:

Please submit your job applications via e-mail to careers@tcare.ca, quoting the position to which you are applying to in the subject line, or via fax to (416) 646-3576, no later than March 13, 2023. All applications will be held in strict confidence.

TransCare® is dedicated to addressing specific clients' needs including; gender, language and cultural requirements in particular, when providing personal care for older adults with challenges. Selection of personnel will be based on current clients' needs at the time of posting. We thank you for your interest in applying to TransCare®; however only successful candidates selected for an interview will be contacted.

Disclaimer:

TransCare® Community Support Services is an inclusive and equal opportunity employer. We welcome applications from diverse individuals who self-identify on the basis of any of the protected grounds under the Human Rights Code. We are committed to integration and maintaining the independence of individuals and removing barriers to accessibility in the workplace. We are committed to full compliance with the Human Rights Code, the Accessibility for Ontarians with Disabilities Act, The Pay Equity Act, the Occupational Health and Safety Act, and all other applicable legislation.

The information in this description has been designed to indicate the general nature and level of work performed by employees in this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required by employees assigned to this job. The agency reserves the right to make changes to this position as business dictates.