

JOB POSTING

- Job Position:** Client Services Coordinator
Department: Health Services
Status: 35 hours per week
Location: Mississauga & Brampton
Compensation: Commensurate with skills and experience – includes a generous RRSP plan, group health benefits and professional development support

Indus Community Services is an accredited, not-for-profit community benefit organization that has served local communities for over 32 years. We are a registered charity, supported by our donors and by all three levels of government. Through our professional staff, we are a leader in the provision of culturally appropriate services to newcomers, families, women & seniors.

Vision: Leaders in building strong and supportive communities.

Mission: Supporting our growing communities to manage change through quality client-centered social & health services and responsive public education.

Position Summary:

Under the general guidance of the Manager, the incumbent is responsible for providing excellent customer service while processing referrals, managing inquiries, completing assessments, enrollments, scheduling and linking clients to appropriate community resources as required.

Responsibilities and Duties: *(but not limited to)*

- Perform comprehensive suitability assessment (using Inter-RAI CHA) and enroll clients into the program.
- Conduct senior wellness programs and health promotion activities.
- Perform re-assessments annually or on need basis for program participants.
- Orientate new clients and develop their schedule based on program and client availability.
- Record client information in database and create client files (hard copy).
- Ensure client's documentation is up-to-date.
- Provide language specific information and support to caregivers during the initial assessment.
- Facilitate the intake, transfer and exit of program participants to and from the program.
- Work in conjunction with CCAC and other healthcare service providers to improve program delivery and referral increase.
- Assist clients to access appropriate Indus programs/services, other healthcare and community resources as needed.
- Conduct community outreach and develop relationships with community partners and agencies.
- Prepare and submit statistical and progress reports.
- Conduct detailed data analysis and present summary.
- From time to time, and as needed to ensure overall program quality:
 - May assist program participants with eating, toileting and personal care.
 - Assist in Adult Day Service activities as required.
- Participate in staff and team meetings, and professional development opportunities as required.
- Adopt safe work practices, reporting unsafe conditions immediately.
- Perform other duties as required.

Qualifications and Skills:

- Degree in Social Work, with additional education related to the aging population.
- Registered or eligible to be registered with the professional College of Social Work and Social Service Workers of Ontario as a Social Worker. If not currently registered must obtain the professional registration within 3 months of start.

Work Experience

- Minimum two years of recent experience working in a community health care environment in the capacity as Social Worker.
- Minimum of two years direct experience working with frail, elderly and/or cognitively impaired seniors.

Abilities

- Demonstrated knowledge of the unique needs of this population and unique needs in the South Asian population.
- Sensitivity to people from different socio-economic backgrounds with an equity lens.
- Track record of compassionate understanding of aging clients and the pressures on their caregivers.
- Demonstrated effectiveness in and evidence of solid observational skills.
- Proven ability to make appropriate referral determinations for support for complex client and or caregiver needs.

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- Demonstrated organizational and interpersonal skills.
- Self-directed, self-motivated, with a positive attitude and be able to work independently and as part of a team.
- Ability to prioritize, multi-task and adjust to shifting priorities.
- Excellent oral and written English and one or more South Asian language skills are required.

Skills

- Demonstrated experience completing and using Inter-RAI CHA.
- Advanced proficiency in MS Office, email, and other applications. Able to learn and work proficiently in Caseworks – the case management software tool of choice at Indus.
- Knowledge of and demonstrated use of client-centered case management service delivery.
- Knowledge of key services that are appropriate and culturally sensitive which can provide services for complex needs.

General

- Ability to work flexible hours including occasional evenings, weekends and to work from any Indus work-site.
- Valid driver's license and access to a reliable vehicle.
- Current CPR and First Aid certification.
- A Police Vulnerable Sector Check will be required.

Interested candidates are invited to submit their application, including a complete resume of qualifications and experience, electronically to hr@induscs.ca by 12:00pm, November 15th, 2017. Please ensure your application email has the subject heading of 'Client Services Coordinator - (insert your name)'

This job posting is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.

Indus Community Services is an equal opportunity employer and is committed to establishing a qualified workforce that is reflective of the diverse populations we serve. We are committed to accommodating people with disabilities as part of our hiring process. If you have special requirements, please advise Human Resources during the recruitment process. We encourage applications from all qualified individuals; however, only those under consideration will be contacted. **No phone calls please.**

Posting Date: October 24, 2017