

Intake and Care Navigator Full Time

We are seeking a motivated team player with a background in community support services to join our Centralized Intake and Scheduling Team as an Intake and Care Navigator.

Supporting the mission, vision and strategic plans of the organization this role assesses client eligibility for program services, makes referrals to partnering providers, creates service care plans through health care system navigation and remains accountable for client service provisions in adherence with all CCD policies and procedures.

Responsibilities and Duties include, but are not limited to:

- Providing exceptional customer service and support while promoting CCD services to clients and prospective clients, through routine phone calls and arranging home visits
- Completing client assessments via telephone or in-home as appropriate, acts upon critical needs as necessary through ongoing assessing, planning, coordinating and risk identification of urgent care and provides information to clients on referrals and alternate community resources
- Responding to requests for service from the Community, HPG, Fax and other referral sources
- Developing client centered care plans through the identification of short and long-term goals; makes internal and external referrals
- Entering client information into database
- Researching and remaining current with external healthcare supports available within the community for education and referral purposes
- Participating in agency awareness initiatives and community events
- Performing any other duties as required

Qualifications:

- Successful completion of relevant Regulated Health Care Professional an asset with certification and registration in good standing with the Ontario College
- Minimum 2 – 3 years of experience
- Sound knowledge of Community Support Services, care coordination and customer service
- Ability to effectively complete client assessments using OCAN, RAI CHA and IAR, and Health Links Coordinated care plans an asset
- Strong critical thinking and creative problem-solving skills to identify and eliminate barriers and risks
- Strong assessments skills both in-person and over the phone, with the ability to identify needs, risks and urgencies with high-risk vulnerable seniors
- Working knowledge of CIMS database an asset
- Proficient computer skills
- Knowledge, ability and experience to provide support and services while recognizing cultural sensitivity to the needs of individual from various backgrounds and diversity
- Strong verbal and written communication skills
- Ability to work well under pressure to meet deadlines through flexibility and multitasking
- Excellent customer service, interviewing, and active listening skills
- Successful completion of Mental Health First Aid is an asset
- Flexibility to work evenings, weekends and holidays as required
- Satisfactory Police Vulnerable Sector Check or Enhanced Police Information Check
- Sensitivity to adults with needs related to aging, physical and/or mental health
- Must work in a safe manner and promote the health and safety of all staff, volunteers, clients and the community as outlined within CCD policies
- Adherence to COVID-19 safety practices including two doses of COVID-19 Vaccine (where medically able in accordance with our Immunization Policy)

Compensation: Starting at \$39,475 annually; three (3) weeks' vacation per year of work; 11 paid (including stat) holidays; health, insurance, and pension benefits when eligible.

* Pay will be commensurate based on education and experience

Please apply in writing referencing posting number #2021-34, outlining qualifications and experience by

4pm Thursday October 14th, 2021 to: Human Resources, Community Care Durham via
email: careers@communitycaredurham.on.ca