

Service Coordinator, Respite (Full-Time)

Reporting to the Program Manager, the Service Coordinator coordinates the provision of specific Home Support or Respite services, scheduling of staff and client services.

Responsibilities include but are not limited to:

Coordinates client service:

- Completing client assessments and follow up as delegated – trained in completion of RAI-CHA assessments
- Liaising with various organizations in the coordination of service provision
- Resolves customer problems defining issues, tracing problems, and determining solutions based upon established procedures
- Maintaining statistical data, billings and collections
- Completing Incident report investigations
- Payroll/Timesheet Reconciliation for Hub PSWs & backup for other hubs
- Scheduling staff/volunteer/student's activities
- PSW field support

Provides staff and/ and or students management by:

- Assisting with orienting, training and recognition of staff & students
- Scheduling staff/student's activities
- Supporting and monitoring student's performance or staff service delivery

Promotes community involvement by:

- Promoting Community Care Durham's services
- Assisting with office/program/Community

Other:

- Recommends improvements regarding service provision or office administration
- Must work Statutory holidays and weekends on rotation – as assigned

Qualifications required:

- Post-Secondary diploma in Social Services, healthcare, or related field
- Experience in the healthcare settings and/or social services field
- Knowledge of the principles and practices of community support services and scheduling
- RAI CHA assessment tool is an asset
- Experience communicating with the LHIN, hospital staff and police as needed
- Intermediate computer skills and experience with database entry and maintenance
- Strong communication, organizational and time management skills



Community Care Durham

SUPPORTING PEOPLE, STRENGTHENING COMMUNITY

- Ability to comply with departmental changes, manage complaints/recommendations, and handle emergencies
- The work requires a good knowledge of the principles and practices of community support services, scheduling
- This knowledge is gained through experience and enrolling in continuing education courses, workshops and conferences
- Satisfactory Police Vulnerable Sector Check
- Sensitivity to adults with needs related to aging, physical and/or mental health
- Adhere to all safety protocols including COVID-19 safety practices and all full vaccinations that align with current public health regulations where medically able in accordance with our Immunization Policy
- 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

Compensation: Starting at \$37,328.20; 3 weeks' vacation per year of work; 11 paid statutory holidays, 2 float days; health and dental, life insurance, long term disability and pension as eligible.

Please apply in writing referencing posting #2022-181 outlining qualifications and experience by 4:00pm, Wednesday August 3rd, 2022, to Human Resources, Community Care Durham email: careers@communitycaredurham.on.ca