

Care Coordinator (Temporary Full-Time – 6 Month Contract)

Reporting to the Program Manager, the Care Coordinator assess the client/care partners needs in the community while appropriately linking and referring clients to suitable resources through care navigation. The Care Coordinator will provide ongoing case management to client/care partners until client discharge.

Responsibilities Include but are not limited to:

- Provides exceptional customer service and support to an assigned case load- acting as a single point of contact for any CCD service;
- Completes client assessments & re-assessments via telephone or in-home as appropriate. (Ongoing assessment, planning and evaluation);
- Co-facilitates intake and case management meetings, care/service planning and discharge meetings;
- Facilitates problem solving and planning for, and advocates for clients and their care partners by directly working with them and connecting them to community resources, making appropriate referrals to internal or external community services providers;
- Serves as a member of multidisciplinary team of professionals working with clients;
- Attends agency staff meetings;
- Provides interdisciplinary field support as required;
- Updates client centered care plans through the identification of short- and long-term client's goals;
- Enters and updates client's information and case notes and assessments into database;
- Records all activities/develop reports for statistical purposes;
- Performs other duties as required.

Qualifications required:

- Post-Secondary diploma/certificate in health/social services field
- Minimum 2 years of experience in health/social services related field
- 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 Alayacare database an asset
- Proficient computer skills (MS Office Suite)
- Strong verbal and written communication skills
- Ability to work well under pressure to meet deadlines through flexibility and multitasking
- Flexibility to workdays, evenings and weekends as required.
- Sound knowledge of community Support Services, Care coordination and Customer service
- Ability to effectively complete client assessment using a variety of different Health Information Management Systems an asset
- Understanding of client communication portals and platforms



Community Care Durham

SUPPORTING PEOPLE, STRENGTHENING COMMUNITY

- Strong critical thinking and creative problem-solving skills to identify and eliminate barriers and risks
- Satisfactory Police Vulnerable Sector 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

Compensation: Starting at \$22 per hour, plus 6% vacation pay

* Pay will be commensurate based on education and experience

Please apply in writing referencing posting #2024-14 outlining qualifications and experience by 4pm on Tuesday, March 25th, 2024, to Human Resources, Community Care Durham email: careers@communitycaredurham.on.ca