

Full-Time Client Intake and Support Manager

The Client Intake and Support Manager is responsible for the planning, coordinating, improving quality and efficiencies of all logistics operations including the intake of new clients, transportation, and delivery of service to the clients of Community Care Durham. The Client Intake and Support Manager is responsible for implementing best practices in Community Care Durham's intake and support operations.

Responsibilities include but are not limited to:

- Collaborates with Management team to improve processes, problem solve issues, develop best practices, create synergies, and ensure a holistic client experience;
- Provides training, support, and leads mentoring of staff in all programs while conducting performance management as necessary;
- Analyses logistics data (incoming calls and transportation) and performance metrics using internal metrics and reports to identify areas for improvement and implements corrective actions;
- Manages Home and Community Care, Health Partners Gateway (HPS) referrals, waitlists and discharges;
- Oversees the case load and workflow of positions in portfolio and implements solutions for efficiencies;
- Oversees quality of service while working closely with referral sources;
- Develops and implements intake, incoming calls, logistics strategies, policies, and procedures to optimize efficiency and minimize costs;
- Ensures compliance with regulations and standards governing transportation and logistics activities;
- Participates in Management On-Call rotation;

Qualifications required:

- Post Secondary education in logistics, business administration, healthcare, or related field is required
- Minimum 3 years of experience in management role
- Proven experience in logistics management is required
- Strong leadership and interpersonal skills, with the ability to motivate teams
- Excellent analytical and problem-solving skills with attention to detail
- Intermediate level computer skills (MS Office and Internet)
- Experience working in a non-profit and community care is an asset
- Flexibility to workdays, evenings and weekends as required
- 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



Community Care Durham

SUPPORTING PEOPLE, STRENGTHENING COMMUNITY

Compensation: Starting at \$70,000 annually; three (3) weeks' vacation per year of work (pro-rated to hours worked); 9 paid (including stat) holidays, 3 float days; health, insurance, and pension benefits when eligible.

* Pay will be commensurate based on education and experience

Please apply in writing referencing posting #2024-24 outlining qualifications and experience by 4:00pm on Wednesday, April 10th, 2024, to Human Resources, Community Care Durham email: careers@communitycaredurham.on.ca