

Full-Time Client Support Centre Manager

The Client Support Centre 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 Support Centre 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 Tuesday, April 23rd, 2024, to Human Resources, Community Care Durham email: careers@communitycaredurham.on.ca

We are an **Equal Opportunity Employer** committed to providing an inclusive workplace that embraces diversity, values differences and supports the full participation of all employees. We recognize the importance of ensuring that all job seekers and employees are treated with equal respect and dignity, and are protected from discrimination and harassment. In accordance with the **Accessibility for Ontarians with Disabilities Act, 2005** and the **Ontario Human Rights Code** we provide accommodations to applicants with disabilities throughout our hiring process. If you require this information in an alternate format; require communication supports; an accommodation in applying for a posting and/or if you are selected for an interview, please inform our HR department.