



# Employment Opportunity

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## Service Access Worker

Senior Care

Full Time, Permanent

Flexible work hours may include some evenings and weekends

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*North York Seniors Centre* provides programs and services to promote the physical, emotional and social well being of adults 55+ living in our diverse community.

This position reports to the Supervisor, Client Services.

### **Responsibilities:**

- Manage the inquiry process for potential clients acting as the centralized information point into the organization
- Maintain and submit statistical information according to OHRS
- Perform client assessments, as required
- Maintain resource library
- Research information on resources in the community to facilitate information and referral
- Participate in continuous quality improvement processes
- Promote and maintain a high standard of customer service that is client focused

### **Qualifications/ Skills:**

**Education:** College diploma in relevant field  
**Experience:** Experience working with seniors in a non-profit agency  
**Other:** Experience with Word, Excel, GoldCare, and InterRaiCHA  
Proven interpersonal and customer service skills  
Familiarity working with and supporting volunteers  
Ability to communicate effectively in English (verbal and written); other languages, an asset  
Experience with HPG, an asset  
Current First Aid and CPR certification

Please submit your resume by April 1, 2019 to:

**Mail** North York Seniors Centre,  
Attention: Human Resources Department  
21 Hendon Avenue, Toronto, ON M2M 4G8

**Fax:** 416 733.1858

**E Mail:** [hiring@nyseniors.org](mailto:hiring@nyseniors.org)

### **No phone calls, please.**

North York Seniors Centre is an equal opportunity employer. Thank you to all who express interest in this position. Only those candidates selected for an interview will be contacted.

North York Seniors Centre is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). Applicants need to make their request for accommodation known when contacted.

Posting Date: March 15, 2019