



Employment Opportunity

Supervisor, Service Access

Senior Care

Full Time/Permanent

Flexible work hours may include some evenings and weekends

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 Manager, Senior Care

Responsibilities:

- Supervise and provide direction to all team members; schedule, assign and delegate work appropriate to each role
- Develop process flow(s) for service navigation support to clients/caregivers integrated across the organization
- Receive and respond to worker and client concerns to promote and maintain a high standard of customer service that is client focused
- Participate in continuous quality improvement processes and lead the Service Access team in research activities and development of best practices
- Following the On-Call Schedule, monitor the cell phone to provide the support to the workers after office hours and on weekends when service is scheduled
- Assess and re-assess potential clients in accordance to the service's eligibility criteria on own caseload
- Support team in the development of Care Plans and assessment schedules using data base system

Qualifications/ Skills:

Education: University Degree in Allied Health or Gerontology, or College Diploma with related experience
Experience: Minimum of 2 years supervisory experience; community service sector experience an asset
Other: Experience leading quality improvement initiatives; CARF International standards work an asset
Proficient in using MS Office suite; GoldCare an asset
Strong interpersonal and customer service skills
Ability to communicate effectively in English (verbal and written); other languages an asset
A self-starter, able to work independently as well as in a team
Knowledge of Ontario Health Teams, an asset
Current CPR & Standard First Aid Certification and Current Vulnerable Sector Screening Check

Please submit your resume by **September 23, 2021** to:

Mail North York Seniors Centre,
Attn: Human Resources Department
21 Hendon Avenue, Toronto, ON M2M 4G8
Fax: 416 733.1858
E Mail: hiring@nyseniors.org

No phone calls, please.

North York Seniors Centre is an equal opportunity employer who strives to develop an inclusive workforce that reflects our community. We encourage applications from women and men, people from racialized communities, visible minorities, persons with disabilities, aboriginal persons and people who identify themselves as LGBTQ2.

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 are asked to make their request for accommodation known when contacted for an interview.

Thank you to all who express interest in this position. Only those candidates selected for an interview will be contacted.

Posting Date: September 16, 2021