



Carefirst Seniors & Community Services Association is a non-profit charitable community services agency established since 1976. Our spectrum of services has grown from the delivery of Chinese meals-on-wheels service to a full range of community support services, covering the whole Greater Toronto Area, and York Region.

With a staff of 500 members (including full-time and part-time staff) and the help of a pool of 1,200 active volunteers, we serve over 7,000 clients a year, including seniors and the physically disabled; 1,500 of whom are "home-bound" and frail.

We are currently seeking a **Client Service Coordinator** to join our Home Care Team.

Responsibilities

- Conduct eligibility and service needs assessments for in-home services
- Develop, initiate, and coordinate individualized care plans for eligible clients and provide ongoing resource management and discharge planning as appropriate
- Provide client-centred care through ongoing case management
- Dispatch and schedule workers to provide in home services; communicate effectively with clients and/or their families if a scheduling conflict arises
- Provide supervision to Personal Support Workers, including performance management and field support
- Foster positive relationships with CCAC and other referral sources to promote service awareness, increase referrals to Carefirst services and programs, and identify and build service opportunities
- Provide conflict resolution between client and personal support worker/home help personnel where appropriate and notify Program Manager if further intervention or support is required
- Support client and caregiver advocacy; provide information and referrals to other Carefirst services or external community resources as required

Requirements

- Degree in Social Work or post-secondary Diploma in Social Services
- 1 to 2 years' experience in a community-based organization working with seniors
- Interest in working with Chinese seniors
- Outstanding assessment skills with good judgement in understanding clients' needs
- Excellent problem solving and troubleshooting skills
- Excellent organizational, interpersonal, and communication skills
- Proficient computer skills; knowledge of Microsoft Office, InterRAI Cha, and CIMS is an asset
- Fluent in English and Cantonese/Mandarin
- A valid vulnerable sector police record check completed within one year

We are an equal opportunity employer. We are also committed to an environment that is barrier free. If you require accommodation during the hiring process, please inform us in advance to arrange a reasonable and appropriate accommodation.

While we thank all candidates for their interest, only those selected for an interview will be contacted.

Please send your cover letter and résumé to:

The Hiring Committee, Carefirst Seniors & Community Services Association
300 Silver Star Blvd | Scarborough | ON | M1V 0G2
Email: hr@carefirstontario.ca
Fax: (416) 502-2382