



Carefirst Seniors & Community Services Association is a non-profit community services agency. Since 1976, we have provided community support, home and personal health care services in a holistic manner to seniors, individuals with disabilities, and those with medical needs in the Greater Toronto, York, and Mississauga regions.

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 an **On-Call Worker** to join our Home Care team.

Responsibilities:

- Answering the after-hours on-call cell phone for the Home Care services at your own home
- Act as a first respondent for any issues or situations that may arise outside of normal business hours
- Handle client's and/or Personal Support Worker's scheduling issues
- Notify clients of all schedule changes in a timely manner and document all on-call activities on the computer software CIMS
- Maintain an electronic on-call log of all telephone communications
- Keep the supervisor informed of any issues or occurrences
- Attend unit meetings and in-service training

Requirements:

- High school diploma or equivalent
- Prior experience in staffing coordination or home care scheduling preferred
- Available to work outside normal business hours (20-30 hours per week) during early mornings (7am-9am), evenings (5pm-11pm), weekends (7am-11pm), and statutory holidays (7am-11pm)
- Self-motivated with the initiative to handle situations in a professional manner
- Excellent written and verbal communication skills
- Able to perform duties remotely with minimal supervision
- Proficient computer skills in Microsoft Office and CIMS are an asset
- Speak fluent English and a second language that reflects the community, eg. Cantonese, Mandarin

We are 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
4/F, 300 Silver Star Blvd | Scarborough | ON | M1V 0G2
Email: hr@carefirstontario.ca
Fax: (416) 502-2382