



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 850 active volunteers, we serve over 15,000 clients a year, including seniors and the physically disabled; 3,000 of whom are "home-bound" and frail.

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

Responsibilities:

- Provide client-centred care through ongoing case management
- Responsible for the daily scheduling and dispatching of a large number of home care workers to provide in-home services across the GTA
- Provide supervision to home care workers, including performance management and field support
- Respond to client enquiries, communicate effectively with clients and/or their families if a scheduling conflict or service change arises
- Participate in the recruitment and orientation of home care workers
- Create and maintain updated, accurate and comprehensive records on client cases, work scheduling, fee charging services, evaluation reports, etc.
- Generate periodical service billing reports and conduct billing reconciliation
- Collect and verify worker timesheets

Requirements:

- Post-secondary diploma in office administration or recognized training equivalent to a college diploma
- 3 years' of customer service experience
- Excellent supervisory skills with strong problem solving and ability to work under pressure
- Superior time management and organization skills, with ability to prioritize tasks to coordinate service schedules
- Strong written and verbal communication, telephone, and interpersonal skills in a customer service capacity
- Proficient computer skills in Microsoft Office; knowledge of CIMS is an asset
- Proficiency in English and a second language reflecting the community served, such as Cantonese or Mandarin is an asset
- A valid vulnerable sector police record check completed within one year

Carefirst is 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
Website: www.carefirstontario.ca