



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 **Team Assistant** to join our Home Care team to provide administrative and operational support.

Responsibilities:

- Provide administrative, clinical, coordination, and outreach functions relating to the intake process of patients to the Assistive Living (AL)
- Assist Supervisor in administrative duties including written correspondence, checking, reviewing and compiling notes, reports and schedules
- Support scheduling and operations to ensure all administrative components of the program are handled effectively (e.g. collecting staff time sheets, accurate data entry, daily clerical tasks)
- Answer inquiries from clients, families, and service providers; handle hotline messages and triage to the person in charge; perform follow up actions if needed
- Compile statistical reports for internal and external uses, and maintain up-to-date worker lists
- Organise an effective and functional filing system and comply with the requirements of privacy policies when dealing with personal information of clients
- Collaborate with and provide support to other teams or perform any other duties as assigned

Requirements:

- Post-secondary diploma in Medical Office Administration
- Minimum of 2 years of experience of the field or related areas
- Strong organizational skills and demonstrate attention to detail
- Ability to multitask in a fast-paced, dynamic work environment
- Efficient, courteous, and professional with excellent communication and interpersonal skills
- Ability to deal with clients, families, and coworkers in an effective and tactful manner
- Excellent computer proficiency with Microsoft Office Suite (Excel, Word, PowerPoint, Outlook), as well as ability to learn new applications
- Proficiency in English with strong written and verbal communication skills; ability to speak a second language that reflects the community served, such as Cantonese/Mandarin is an asset
- A valid police vulnerable sector check completed within one year
- Must be available for evening shifts

Please send your cover letter and résumé to:

Carefirst Seniors & Community Services Association
300 Silver Star Blvd | Scarborough | ON | M1V 0G2
Email: hr@carefirstontario.ca
Website: www.carefirstontario.ca

Carefirst is an equal opportunity employer. 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.