



Scarborough Centre for Healthy Communities (SCHC) is dedicated to meeting the diverse, holistic health needs of the people of Scarborough by addressing the physical, mental, social, financial and environmental aspects of their health. Through the promotion of healthy lifestyles and delivery of a comprehensive range of culturally competent health and social services, we cultivate vital and connected communities.

We are currently looking to hire a:

Client Intake Assistant
1 – part time evenings and weekends required
(17.5 per week) – 14 week contract

Reporting To: Manager, Seniors Support Services

Purpose:

The Community Support Service (CSS) teams help provide Scarborough seniors, adults with disabilities, their families and caregivers with the resources and services needed to live and age well in their communities. As a critical first point of contact, the Client Intake Assistant is the gateway to SCHC's client and community based services. Utilizing their program knowledge, skills and judgment, the Client Intake Assistant will review and prioritize all referrals, respond to program/service inquiries, provide program related support to the CSS teams as well as ensure that the client intake/discharge processes are carried out in a timely, accurate and sensitive manner. The Client Intake Assistant will also make internal referrals as appropriate and act as a linkage for clients across SCHC services.

Key areas of responsibility:

- As the first point of contact with CSS programs the Client Intake Assistant will:
 - Work in a fast paced environment independently and as part of a team
 - Utilize critical judgment to determine the priority, urgency and types of service provision needed for new clients. The Client Intake Assistant will ensure referrals for all SCHC services are complete, prioritized and classified by the urgency and level of care or support required.
 - Ensure service requests and referrals are monitored so that all clients and families receive timely responses with follow up calls to determine if the care/service needs have been met
 - Provide ongoing support and short term coverage to Program/Service Coordinators in order to ensure seamless, integrated client care
 - Act as an initial and final point of contact for clients, their families and caregivers. Assist with service/care transitions

- Ensure any communication with clients and/or community partners is documented properly and in a timely manner while maintaining client confidentiality
- Utilize effective care coordination and communications strategies as required
- Provide CSS information to clients, health care professionals and community members.
- complete timely and accurate data collection
- Provide information about the spectrum of SCHC services which helps to support smooth transitions of care and service from one point of care to the next.
- Review and reconcile client invoices
- Deliver Meals on Wheels when necessary
- Participate and attend agency wide committees
- Perform other duties as assigned that are reasonable within the scope of the job

Essential Qualifications (Knowledge, Experience):

- Diploma or Degree from an accredited academic institution
- Three to five years administrative experience in a healthcare or community setting

Essential Competencies (Skills and Attributes):

- Oral and/or written fluency in other languages would be considered an asset
- Advanced knowledge and proficiency with Microsoft Office (including Word and Excel), spreadsheets, CIMS
- Demonstrated knowledge of health care system as it relates to community support services
- Demonstrated problem solving and critical thinking
- Demonstrated time management and ability to work autonomously
- Excellence in communication, partnership building and inter professional care commitment
- Demonstrated commitment to continuous learning and professional development
- G license and access to a vehicle would be considered an asset

Significant Working Conditions:

- Ability to work flexible hours including evenings and weekends

Remuneration: \$18.58 - \$21.38

Pay Band: K

Please note: All other conditions of employment are set out in the collective agreement between SCHC and SEIU.

Please apply in confidence by emailing a current resume to the attention of the HR Department at hr@schcontario.ca by 12:00pm by April 14, 2021

Note: Please quote CIA-PT in the subject line.

SCHC values equity, inclusion and accessibility. We welcome those who have a demonstrated commitment to upholding these values and who will assist us to expand our capacity for diversity in the broadest sense. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, newcomers, persons with disabilities, and those who identify as women and/or LGBTQ2S+

Please note that all qualified candidates, eligible to be employed in Canada, are encouraged to apply.

As an employer, we strive for excellence as a workplace and are committed to building a workforce that enhances our capacity to meet the needs of the diverse communities we serve. SCHC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. We respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations.

For more information about our programs and services, please visit our website at www.schcontario.ca.