



Employment Opportunity

Supervisor, Service Access

Senior Care

Full Time, Permanent, 40 hours per week

Flexible work hours may include some evenings and weekends

North York Seniors Centre provides programs and services to promote the physical, emotional and social well-being of adults 55+ living in our diverse community.

This position reports to Manager, Senior Care

Responsibilities:

- Supervise and provide direction to all Service Access team members
- Schedule, assign and delegate work appropriate to each role
- Streamline client flow from intake to service delivery for efficiency and effectiveness.
- Participate in the On-Call Schedule, offering assistance to workers beyond regular office hours and during weekends
- Assess and reassess potential clients based on service eligibility criteria within assigned caseload
- Offer additional assessment support as necessary
- Support team in the development of Care Plans and assessment schedules using data base system
- Participate in continuous quality improvement processes and assist Service Access Team with research and development of best practices
- Promote and maintain a high standard of customer service that is client focused

Qualifications/ Skills:

Education: University Degree in Allied Health or Gerontology, or Bachelor of Social Work with related experience

Experience: Minimum of 2 years supervisory experience with community service sector experience, an asset

Other: Experience leading quality improvement initiatives
Proficient in using MS Office suite; GoldCare an asset
Strong interpersonal and customer service skills
Ability to communicate effectively in English (verbal and written); other languages an asset
A self-starter, able to work independently as well as in a team
Knowledge of Ontario Health Teams, an asset
Current CPR & Standard First Aid Certification
Current Vulnerable Sector Screening Check

Posted until the position is filled. Please submit resume to:

Mail	North York Seniors Centre, Attn: Human Resources Department 21 Hendon Avenue, Toronto, ON M2M 4G8
Fax:	416 733.1858
E Mail:	hiring@nyseniors.org

No phone calls, please.

North York Seniors Centre is an equal opportunity employer who strives to develop an inclusive workforce that reflects our community. We encourage applications from women and men, people from racialized communities, visible minorities, persons with disabilities, aboriginal persons and people who identify themselves as LGBTQ+.

North York Seniors Centre is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Applicants are asked to make their request for accommodation known when contacted for an interview.

Thank you to all who express interest in this position. Only those candidates selected for an interview will be contacted.

Posting Date: April 04, 2024