

*The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House*

**JOB OPPORTUNITY**

**Job#TNG2024-165**

<b>POSITION TITLE:</b> Client Care Coordinator	
<b>DEPARTMENT:</b> Independent Living	<b>STATUS:</b> Contract Full-Time, CUPE 7797
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATES:</b> December 30, 2024 to January 31, 2025 or until the return of the incumbent
<b>REPORT TO:</b> Senior Manager, Client Care	<b>HOURLY RATE:</b> \$32.92
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** The Client Care Coordinator is responsible for coordinating HSW/PSW and client schedules and associated tasks according to client requirements and in accordance with TNG operating standards, the collective agreement and funder requirements. This position will report to the Senior Manager, Client Care and is part of **CUPE LOCAL 7797**.

**MAJOR DUTIES:**

- Develop and maintain a coordinated Master Schedule for Home/Personal Support Workers and clients within a complex, high needs environment and in a manner that is responsive to the immediacy/urgency of client requirements.
- Identify and co-ordinate the availability of appropriate H/PSWs with individual client needs and requirements in an appropriate and efficient manner.
- Document in CIMS and/or report directly to the appropriate Supervisor, in a timely manner, all communications with H/PSWs, clients, caregivers or Health Care Professionals that could impact client care and well-being.
- As per HPG notification, ensure that the data entry of CCAC service orders and client updates is done on a daily basis and in a timely manner.
- Adherence to TNG Policies & Procedures, Codes of Conduct, Confidentiality, Ethics, Non-Discriminatory and Risk Management policies is mandatory
- Other duties as required

**REQUIREMENTS & QUALIFICATIONS:**

- Strong, proven scheduling experience in a complex environment using the CIMS system.
- Training and proven experience in MS Office (Word, Excel) and Outlook are required.
- High degree of accuracy and efficiency in data entry.
- Experience and knowledge of issues affecting seniors such as mental health, disability and health access.
- Working knowledge of local program and service resources.
- HSW/PSW related experience complemented by job-related education and training.
- Proven interpersonal, organizational, written and verbal communication skills.
- Demonstrated self-starter with experience and commitment to a team approach in the workplace.
- Ability to work independently in a fast paced, diverse and multicultural environment.
- Must be punctual and reliable (arriving at work on time, consistently and prepared)
- Knowledge and experience in implementing anti-racism and non-discriminatory practices.
- Familiarity with the TC LHIN HPG program an asset.

**To apply, submit your resume with "TNG2024-165" in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**