



**COMMUNITY SUPPORT SERVICES COORDINATOR
PERMANENT/FULL-TIME
\$17.50 Per Hour**

OPEN

Personal Attendant Care Inc. is currently seeking a dedicated team player to provide excellent customer service, efficient and effective coordination of client care, and effective production of employee bi-weekly schedules.

Duties include:

- Clearing employee vacations, leave of absence and other long term leaves;
- Clear statutory holidays and schedule staff for clients qualifying for statutory coverage;
- Schedule replacement staff ensuring client consistency if possible, based on staff availability;
- Completion of client discharge and hospital holds from scheduling software and complete non-scheduling updates;
- Input mandatory in-house training and client specific delegated training; Coordination of new hire training schedules and placement student schedules;
- Review of schedules ensuring job classifications, travel time, natural break period and paid break requirement are met as per Collective Agreement;
- Manage service changes – client and employee initiated;
- Maintains lists of hospital holds and employee absenteeism;
- Advise all attendants on daily client changes and enters data into Gold Care ;
- Complete Infection Control Spreadsheet when required;
- Ensures the data entry of all client information in a timely fashion;
- Ensures all necessary reports are printed and followed up in a timely manner;
- Provides excellent customer service by responding to internal/external customers;
- Initiate complaint forms immediately as required and assist in the investigation of complaints;
- Assists with all audits, indicators, and reports upon request from the Management Team.

Qualifications:

- Office Administrative Diploma, with two years office administration experience, or an equivalent combination of education and experience. One year experience in the health field would be an asset;
- Ability to read and interpret documents, health and safety issues, quality assurance principles, policy and procedures and relevant government legislation.
- Ability to speak effectively and clearly to clients, family members of clients or significant others, team members and employees in a courteous and professional manner;
- Ability to write routine letters, records and documentation in a clear on concise manner;
- Ability to operate in a computerized environment with a focus on scheduling process;
- Demonstrated customer service skills in conflict resolution, negotiation and problem solving are required;
- Flexibility to work on-call/weekends/evenings required on a rotating basis;
- Ability to work variable shifts between 6:00 a.m. and 10:00 p.m.;
- An ability to work independently and as a team is required;
- Flexibility to deal with interruptions and meet deadlines;
- French considered to be an asset.

Please submit your resume and cover letter no later than **Monday, September 23, 2019** quoting **File #CSS-2019-07** in a .pdf or .doc file format to recruiting@pacdurham.ca or Fax: 905-576-8020. We thank all

applicants for their submission. Only those selected for an interview will be contacted. Note: Position is non-union

We provide accommodation under the *Ontario Human Rights Code*. If you require accommodation for disability during the recruitment process, please e-mail us. Alternate formats of this posting is available upon request.

To learn more about Personal Attendant Care Inc. visit www.pacdurham.ca

Posting Date: September 9, 2019