



# Employment Opportunity

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## In-Home Services Scheduler

Senior Care

Full Time

Flexible work hours may include some evenings and weekends

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*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 the Supervisor, In-Home Services.

### Responsibilities:

- Answer telephone calls from clients, workers and referral sources in regards to the In-Home Services programs
- Receive and respond to client concerns and referrals
- Utilizing the computer program, produce a schedule of services, every two weeks or as needed
- Monitor and make changes to the service schedule as requested by the clients or workers
- Based on the service schedules and the submitted timesheets verifying work hours, prepare payroll documentation and travel expenses and submit to Financial Services on a timely basis
- Review worker progress reports and provide feedback to In-Home Supervisor
- Coordinate and promote health and fall prevention programs to clients
- Ensure the database of clients and paper files remain accurate and current
- Maintain and submit statistical information to your supervisor
- Identify need and order program supplies
- Assist in monthly training sessions for the workers
- Participate in continuous quality improvement processes and assist In-Home Services Team with research and development of best practices
- Promote and maintain a high standard of customer service that is client focused

### Qualifications/ Skills:

**Education:** Some Post-Secondary Education/1 year College Diploma

**Experience:** Some experience working with older adults

**Other:** Strong administrative skills

Strong computer skills in a Windows environment; knowledge in Goldcare, an asset

Strong interpersonal and customer service skills

Familiarity working with and supporting volunteers

Ability to communicate effectively in English (verbal and written); other languages, an asset

Ability to be a self- starter, able to work independently as well as in a team

Please submit your resume by **Monday, July 23, 2018** to:

**Mail** North York Seniors Centre,  
**Attention: Human Resources Department**  
21 Hendon Avenue, Toronto, ON M2M 4G8

**Fax:** 416 733.1858

**E Mail:** hiring@nyseniors.org

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 need to make their request for accommodation known when contacted.

North York Seniors Centre is an equal opportunity employer. Thank you to all who express interest in this position.

**Only those candidates selected for an interview will be contacted. No phone calls, please**

Posting Date: July 10, 2018