

Employment Opportunity

Supervisor, Client Services

Permanent Fulltime, (35 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 is responsible to oversee the Outreach Services (case coordination, caregiver support and friendly visiting) and Transportation Services Departments and reports to the Director, Client Services.

Key Responsibilities:

- Supervise direct subordinates to perform duties and meet departmental performance targets and goals
- Focus on program development and flexibility to meet changing client needs and environmental pressures
- Participate in continuous quality improvement processes and assist team with research and development of best practices
- Promote and maintain a high standard of customer service that is client focused
- Participate in development and adhere to annual budget
- Develop innovative use of volunteer to enhance and support service delivery
- Adhere to all health and safety programs to support a positive work environment for Team members, volunteers and clients
- Participate in on-call activities on a rotational basis (as required)

Qualifications/ Skills:

Education:

- College diploma in social services worker, activation, gerontology or other applicable field
- Minimum two years related experience in direct services delivery to clients
- Knowledge of seniors issues and delivery of programs and services in a community setting
- Applied computer skills in MS Office and Gold Care database
- Experienced with interRAI-CHA/HC assessment tools and IAR
- Education in quality improvement concepts, such as Lean, an asset

Other:

- Own vehicle with valid driver's license required
- Good physical condition to support client's mobility and lift up to 30 lbs.
- Current First Aid and CPR certification
- Current vulnerable sector screening check completed within last 6 months
- Must be able to communicate clearly both written and verbally in English, second language is an asset

Job posted until position is filled or March 15, 2019. Please submit your 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. Thank you to all who express interest in this position. Only those candidates selected for an interview will be contacted.

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.