



# Employment Opportunity

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## **Manager, Client Services**

2 Positions

Full Time – 35 Hours/Week

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 Director of In-Home Services.

### **Program Responsibilities:**

- Oversee the implementation of effective program development and operations of Community Support Services program (e.g. Adult Day Program, In Home Services)
- Analyze program information to facilitate program improvements and ensure CARF standards are met and maintained
- Following the Schedule of Critical Controls to ensure all reports and documents are completed accurately and in a timely manner
- Develop and execute strategies to achieve performance targets
- Scan external environment to identify opportunities and threats and share to Leadership Team
- Monitor facility and equipment maintenance, schedule repairs, maintain supplies
- Work with Teams to ensure budgets and financial process are followed and provide recommendations to the Director for annual program budget
- Research and apply for appropriate program grants as approved by Director
- Provide after-hours support to on-call supervisor
- Audit and monitor compliance of third party contracts
- Participate in continuous quality improvement processes and assist Teams with research and development of best practices
- Attend and participate in external and internal meetings as appropriate
- Promote and maintain a high standard of customer service that is client focused

### **Human Resources:**

- Supervise and provide human resource support to Teams
- Identify hiring needs/work processes for programs and services
- Develop annual training plans, maintain and monitor annual training matrix for Teams
- Support the research and development of innovative use of volunteers to enhance and support service delivery

**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.

Posting Date: Oct. 3, 2019



# Employment Opportunity

## Health & Safety:

- Adhere to all health and safety programs in accordance with the Provincial Occupational Health and Safety Act and follow NYSC policies, practices, and programs regarding safety in the workplace.
- Take all necessary precautions to ensure the health and safety of everyone
- Maintain current certification in CPR and Standard First Aid

## Qualifications/ Skills:

**Education:** Undergraduate Degree in a related field  
Social Work (BSW) or RPN, an asset

**Experience:** Minimum of 2 years as Manager or Supervisor  
Minimum of 2 years in the senior sector

**Other:** Knowledge of community based programs and services  
Developed leadership skills  
Excellent facilitation and project management skills  
Highly developed organizational and interpersonal skills  
Excellent English written and oral communication skills; other languages, an asset  
Training and experience using: Goldcare, IAR, Trapeze, MySeniorCenter platforms  
Vehicle and Driver Licence

Please submit your resume by **Friday, October 25, 2019** to:

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

**Fax:** 416 733.1858

**E Mail:** [hiring@nyseniors.org](mailto:hiring@nyseniors.org)

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