



Employment Opportunity

Service Access Specialist

Senior Care

Full Time, Permanent

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 reports to the Manager, Senior Care.

Responsibilities:

- Manage the inquiry process for potential clients acting as the centralized information point into the organization
- Maintain and submit statistical information according to OHRS
- Work closely with external agencies, assist in developing integrated model of intake and case management processes
- Promote Outreach services
- Perform client assessments, as required
- Research information on resources in the community to facilitate information and referral
- Maintain resource library
- Participate in continuous quality improvement processes
- Promote and maintain a high standard of customer service that is client focused

Qualifications/ Skills:

Education: College diploma in relevant field
Experience: Experience working with seniors in a non-profit agency
Other: Experience with Word, Excel, GoldCare, and InterRaiCHA
Proven interpersonal and customer service skills
Familiarity working with and supporting volunteers
Ability to communicate effectively in English (verbal and written); other languages, an asset
Experience with HPG, an asset
Current First Aid and CPR certification

Job will be posted until position is filled. Please submit your resume to:

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

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.

Posting Date: December 7, 2020