



Employment Opportunity

Service Planner

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 Supervisor, Service Access

Responsibilities:

- Answer telephone calls and emails from clients, workers and referral sources to trouble shoot issues
- Use Goldcare and Trapeze to produce, monitor and update daily schedule of services
- Review client profiles in database system after assessment completion, including reading notes entered
- Utilize database systems to produce a schedule of services to meet needs of clients and availability of workers
- Monitor and make revised schedules as requested by the clients, workers or Supervisor, ensuring both parties have acknowledged the schedule change
- Provide support and solutions as scheduling issues arise
- Ensure database system is accurate for both client and worker profiles; including all demographic information
- Fill in for absent coworkers and rotate between NYSC sites as scheduled by Supervisor
- Perform other duties as directed by Supervisor
- Participate in continuous quality improvement processes and assist the Service Access 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: Experience working with older adults
Other: Strong administrative skills
Strong computer skills in a Windows environment; Trapeze and 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
Current CPR and Standard First Aid
Compliant to NYSC's Vaccination Policy

Please submit your resume by **September 26, 2022** 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

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**