



# Employment Opportunity

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## Supervisor, Service Access

Senior Care

Full Time, Permanent, 40 hours per 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 Manager, Senior Care

### **Responsibilities:**

- Supervise and provide direction to all Service Access team members
- Schedule, assign and delegate work appropriate to each role
- Streamline client flow from intake to service delivery for efficiency and effectiveness.
- Participate in the On-Call Schedule, offering assistance to workers beyond regular office hours and during weekends
- Assess and reassess potential clients based on service eligibility criteria within assigned caseload
- Offer additional assessment support as necessary
- Support team in the development of Care Plans and assessment schedules using data base system
- Participate in continuous quality improvement processes and assist 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:** University Degree in Allied Health or Gerontology, or College Diploma with related experience
- Experience:** Minimum of 2 years supervisory experience with community service sector experience, an asset
- Other:** Experience leading quality improvement initiatives  
Proficient in using MS Office suite; GoldCare an asset  
Strong interpersonal and customer service skills  
Ability to communicate effectively in English (verbal and written); other languages an asset  
A self-starter, able to work independently as well as in a team  
Knowledge of Ontario Health Teams, an asset  
Current CPR & Standard First Aid Certification  
Current Vulnerable Sector Screening Check



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Posted until position is filled. Please submit 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](mailto:hiring@nyseniors.org)

**No phone calls, please.**

North York Seniors Centre is an equal opportunity employer who strives to develop an inclusive workforce that reflects our community. We encourage applications from women and men, people from racialized communities, visible minorities, persons with disabilities, aboriginal persons and people who identify themselves as LGBTQ+.

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 are asked to make their request for accommodation known when contacted for an interview.

Thank you to all who express interest in this position. Only those candidates selected for an interview will be contacted.