



Client Care Coordinator

<u>Job Category:</u>	Client Services
<u>Position Type:</u>	Full-time, permanent, 37.5 hours a week
<u>Location:</u>	Toronto, ON
<u>Career Level:</u>	Intermediate/Experienced

Position Summary:

The role of Client Care Coordinator at Philip Aziz Centre for Hospice Care provides case management, communications, referral and intake processes, to support clients, staff and volunteers in all community based hospice programs and services. This position reports directly to the Manager of Client Services.

As an integral member of an interdisciplinary team, the Client Care Coordinator works with clients and their family members, of all ages with varying illnesses and disabilities, to provide support by connecting them to both internal and external resources, services and supports in addition to providing direct care. Knowledge of community resources and ability to collaborate and establish/strengthen care team engagement is an important part of this role. The Client Care Coordinator demonstrates skill and experience in providing care in a manner that is culturally responsive and effective with individuals from various backgrounds and diversity.

Education/Qualification:

- Post-Secondary School in related field (i.e. Social Services, Social Sciences, Gerontology/Health & Aging (any related aging and/or paediatrics palliative care streams), Community Worker, etc.) and/or/in combination with relevant experience in healthcare & social services sectors.
- Social Worker/Social Services Worker must be in good standing with the Ontario College of Social Workers and Social Service Workers.
- A University degree preferred. An equivalent combination of education and experience will be considered.

Experience:

- Minimum of three (2) years of direct patient/client experience.
- Previous work experience in Hospice Palliative Care preferred.
- Previous experience working with children and seniors in a coordinated program an asset.
- Knowledge and experience in Care Coordination, including clinical strength in assessment, care planning, system navigation, health outcomes monitoring, direct support, collaboration with key system partners.

Duties and Responsibilities:

1) Service Delivery/Client Centered Care

- Assess clients' service priorities (through assessment, consultation, and evaluation) and identify critical resources to develop individualized and collaborative care plans.
- Providing care coordination to all client types.
- Work as a member of the interdisciplinary/multidisciplinary team (when required) to deliver care plan goals; collaborate to determine what services a client and their family can receive.
- Provide effective case management by utilizing our electronic software for documentation and record keeping.
- Providing information to patients and referrals to alternate community resources.
- Home visits and telephone communication with patients and caregivers; liaison with primary care providers and members of a patients circle of care.
- Provide proper statistical reporting to management.
- Work within the organization's model of care and according to the policies and procedures on service delivery.
- Provide direct client care (social, psychosocial support) to clients and their families when needed.
- Respond to inquiries and request for care in accordance with the client's needs; identifies risk factors and urgency for care.

4) Community Engagement

- Provide information, education and/or outreach about services to staff, clients, volunteers, community partners/stakeholders.
- Support community engagement and awareness about hospice palliative care.
- If relevant, attend and present at conferences and meetings.

5) Planning

- Assist supervisor with quality improvement information to develop new client supports and services.
- Update clients' care plans with relevant information for continued supports.
- Use statistical information to improve supports.

6) Other

- Participate in staff/program meetings and committees.
- Fulfill reporting duties to supervisor.
- Participate in accreditation preparation and compliance activities.
- Participate in resource development opportunities in support of organizational initiatives.
- Work with volunteers when needed or required.
- Assist with urgent care line coverage (episodic).
- Submit client statistical information to supervisor (related to direct service delivery) for the purposes of ministry reporting.
- Participates in continuing education and professional development offered by the organization or outside the organization.

Competencies:

Administration Skills – Acute awareness of priorities and time management. Demonstrates accuracy and thoroughness. Fulfills administrative requirements assigned by supervisor and works within approved budget.

Awareness - Engages in reflective practice. Ability to establish and honour professional boundaries. Projects a warm, caring, empathetic attitude; (sense of humour an asset) and has ability to remain calm and centered and convey that to individuals accessing services.

Communication Skills – Speaks and writes clearly, informatively and persuasively in positive or negative situations. Listens and gets clarification. Responds well to questions from clients, colleagues, volunteers, and the general public. Explains reasoning for decisions. Good conflict resolution skills.

Cultural Humility - Awareness, commitment, and ability to include one's own as well as other's different cultural perceptions, assumptions, norms, beliefs, and values, in the context of providing services.

Information and Education Delivery – Ability to present to others; sound knowledge of client services and able to educate clients, staff and/or volunteers.

Case Management Skills - Competent in managing assigned clients' information and files. Exhibits sound judgment. Ability to be independent, resourceful, assertive and think creatively. Demonstrates positive attitude, energy and flexibility. Ability to listen to, motivate and work with others effectively. Ability to organize and set expectations and monitor activity.

Organizational Culture - An understanding of the history, philosophy, and services of Hospice Palliative Care and Philip Aziz Centre & Emily's House.

Organizational Support - Commitment to team involvement for the betterment of the organization. Responds to management direction. Takes responsibility for own actions. Be available to staff and volunteers and works collaboratively. Improves processes and services. Identifies and resolves problems. Follows policies and procedures.

Personal Development – Commitment to continuous learning and pursues goals. Seeks new ideas and approaches and uses lessons learned from previous experiences to improve performance and effectiveness. Receptive to mentoring.

Professionalism - Demonstration of behaviors that reflect high levels of performance; a strong work ethic. Approaches others in a tactful manner and treats others with respect and consideration regardless of their position. Accepts responsibility for own actions. Follows through on commitments.

Salary details: \$50,500-\$62,600; commensurate with educational qualifications and work related experience. Plus benefits, including health and dental care, paid vacation and paid sick days, RRSP matching plan, after successfully completing mandatory 3 month probation period.