Client Care Coordinator/PAC

Job Category: Client Services

Position Type: Full-time, 10-Month Contract, 37.5 hours a week

Location: Toronto, ON

Career Level: Intermediate/Experienced

Position Summary:

The Client Care Coordinator at the Philip Aziz Centre for Hospice Care (in-home/visiting hospice program) plays a vital role in delivering case management, intake, referral coordination, and communication support across all community-based hospice programs and services. Reporting directly to the Manager of Client Services, this position supports clients, their families, staff, and volunteers to ensure seamless access to care.

As a key member of an interdisciplinary team, the Client Care Coordinator works with individuals of all ages living with various illnesses and disabilities. They provide both direct care and connection to internal and external supports, ensuring clients receive holistic and compassionate services. A strong understanding of community resources and the ability to foster collaborative relationships within care teams are essential to this role.

The ideal candidate is skilled in delivering inclusive, effective care to individuals from diverse backgrounds. This position requires empathy, professionalism, and a commitment to improving the quality of life for clients and their families.

Education/Qualification:

- Post-Secondary School in related field (i.e. social services, social sciences (any related aging and/or paediatrics palliative care streams), community worker, health studies, etc.) and/or/in combination with relevant experience in healthcare & social services sectors.
- Social Workers/Social Services Workers must be in good standing with the Ontario College of Social Workers and Social Service Workers.
- Post secondary education preferred (degree, diploma). An equivalent combination of education and experience will be considered.

Experience:

- Minimum of two (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. Respond to inquiries and request for care in accordance with the client's needs; identifies risk factors and urgency for care.
- Provide care coordination for all client types.
- Work as a member of the interdisciplinary/multidisciplinary team to deliver care plan goals; collaborate to determine what services and supports clients and their family members require, keeping care plans up to date at all times.
- Provide effective and timely case management by utilizing our electronic software for documentation and record keeping.
- Providing information to clients and external referrals to alternate community resources when necessary.
- Provide in-person/home and virtual visits and communication with clients and caregivers; direct client care (social, psychosocial support) to clients and their families when needed.
- Manage waitlists effectively.
- Collaboratively work with primary care providers and other members of a client's care team.
- Work within the organization's model of care and according to the policies and procedures.
- Ensure documentation is up to date and timely.

2) **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.

3) **Planning**

- Provide the supervisor with information for quality improvement plans and to develop new client supports and services.
- Provide feedback as requested.

4) **Other**

- Participate in staff/program meetings and committees.
- Fulfil 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, including volunteer training.

- 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, as requested.
- Assist in supervising students during their placements in Client Services.
- Additional duties as requested by Manager/Supervisor

Competencies:

Client Care Related Skills – Strong interpersonal and communication skills for supporting children, families, staff and volunteers. Expertise in grief theory and bereavement practices, particularly as they apply to children and families. Ability to plan and facilitate grief support groups or activities for children and families.

Administration Skills – Acute awareness of priorities and time management. Demonstrates accuracy and thoroughness. Fulfils administrative requirements assigned by supervisor and works within approved budget. Manages casework, planned events, program requirements and documentation.

Awareness – Engage in reflective practice. Ability to establish and honour professional boundaries. Project a warm, caring, empathetic attitude (sense of humour an asset), with the ability to remain calm and centered, and convey that to individuals accessing services.

Communication Skills – Ability to speak and write clearly, informatively and persuasively in positive or negative situations. Listen and gets clarification. Respond appropriately and in a timely manner to questions from clients, colleagues, volunteers, and the general public. Explain reasoning for decisions and demonstrate good conflict resolution skills.

Cultural Awareness - Awareness, commitment, and ability to recognizeone's own as well as others' 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. Exhibit sound judgment. Ability to be independent, resourceful, assertive and think creatively. Demonstrate 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 – Understanding 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. Respond to management direction. Take responsibility for own actions. Be available to staff and volunteers and work collaboratively. Improve processes and services. Identify and resolve problems. Follow policies and procedures.

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

Professionalism - Demonstrate behaviors that reflect high levels of performance and a strong work ethic. Approach others in a tactful manner and treat others with respect and consideration regardless of their position. Accept responsibility for own actions. Follow through on commitments.

Accepting Resumes & Cover Letters/Application Deadline: ***Wednesday, October 14th, 2026***
To: Lena Soje, Manager of Client Services & Social Worker
lenas@philipazizcentre.ca
(Email with any questions)
Preferred Start Date: By Nov 2nd, 2026
*Salary details: competitive and commensurate with experience; salary range $60,250 to $64,350