

Job Title:	Manager, Client Services		
Department/Group:	Management	Position Type (FT, PT, Relief, etc.):	Permanent Full Time
Location:	Hybrid Peel Senior Link 50 Burnhamthorpe Rd West, Mississauga, ON L5B 3C2	Level/Salary Range:	\$80,000 - \$84,000 per year
Contact Person: Althea Alli Email: althea@peelseniorlink.com Fax : 905-712-3373		Benefits: Dental care Extended health care Life insurance On-site parking Professional fees reimbursement	

Job Details

Peel Senior Link, a non-profit charitable organization established in 1993, provides personal care & home-making and other complementary support services. Peel Senior Link maximizes independent living--helping seniors live with dignity, stability, and safety. Peel Senior Link is funded by the Ministry of Health and Long-Term Care through Ontario Health - Central, grants, and personal and corporate donations.

We are currently seeking a Manager, Client Services. Reporting to the Chief Operating Officer (COO) and working collaboratively with the Director HR & Privacy Officer, and Finance (the Senior Management Team), this position oversees the daily operations of 11 business units in the Peel Region by administering the Supports for Daily Living/Assisted Living program, Seniors Active Living program, Integrated Seniors Team, Foot Care, and Community Hub programs.

Position Responsibilities:

Administration

- Provides direct supervision and direction to Supervisors, Assistant Supervisors, Scheduling Department, Community Development Coordinator, Operations Administration and indirect to Personal Support Workers, Home Helpers and student/volunteer placements.
- Works closely with Human Resources to recognize/reward, discipline and counsel, provides orientation, feedback, training, performance evaluations direct report employees.
- Intervenes in employee disputes, grievances, legal and human rights issues for direct and indirect reports in Operations
- Participates in decisions regarding salary increases, promotions, hires and terminates employees as required.
- Participates and advises senior management during union negotiations.
- Schedules, assigns and delegates work to direct reports.
- Attends Senior Management Meetings, Annual General Meeting, Board Quality & Community Engagement Committee, Family Caregiver & Client Advisory Panel meetings and chairs and/or attends internal committee meetings as required.
- Undertakes training initiatives as assigned. (Travels with own car)
- Monitors voice messages and carries a cell phone after office hours to provide support to sites. Manages the On-call schedule.
- Assesses the organization's activities and provides input into the preparation of the risk management plan including the development of databases, reports, surveys and Accreditation Canada. Participates on the Quality Improvement initiative.
- Monitors all client and employee documentation and statistical reporting to ensure that information is up to date and complete in CIMS/Easy Care and paper files.
- Liaises with other community partners and represents the agency on appropriate committees.
- Performs other duties as required

Client Services

- Prepares for and attends Client Supervisor meetings (bi-w) and site meetings (every 3 months).
- Supervises the flow of clients - Monitors intake documentation to ensure it is complete and accurate. Monitors that annual review of client files is complete and accurate. Helps to maintain client records using client database. Monitors service provided to clients during office visits and conducts in-home spot checks as required. Participates in client care conferences as required. (Travel by own car).
- Liaises between Supervisors and Central Registry for intake and referral of clients.

Operations Finance

- Participates in the setting, monitoring and achievement of organizational goals and budgets.
- Approves mileage, visa and petty cash for direct reports.

Health and Safety

- Instructs and monitors staff on using safe work practices and personal protective equipment. Manages Infection Prevention and Control. Promotes the work of the Joint Occupational Health and Safety Committee. Maintains knowledge, observes, enforces and practices appropriate procedures in regard to Fire, Safety, Quality and environmental standards. Maintains and ensures that others maintain a safe, orderly and tidy work area.
- Manages and mitigates risks to the organization by reviewing safety incident reports. Alerts the Chief Operating Officer and Chief Executive Officer, as to risk-related issues as required.

The ideal candidate has:

- Bachelor's degree in business or a healthcare discipline. Professional designation (e.g. RN, PT, OT etc.) an asset,
- Strong operational experience in private or public sector; ideally has 5+ years of experience with at least 3 years' experience in operational or administrative management of multiple locations,
- An entrepreneurial mindset with experience in business development,
- Prior labour relations and collective bargaining experience required,
- Experience in budgeting and financial planning and analysis,
- Demonstrated success developing and monitoring systems to manage both operational and agency activities that involve high levels of collaboration,
- Excellent people skills, with an ability to partner with a dynamic leadership team,
- Personal qualities of integrity, credibility, and commitment to the mission of PSL,
- Flexibility and adaptability; can work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions; demonstrated resourcefulness in setting priorities and guiding investment in people and systems

We thank everyone for their expression of interest; however, only those candidates selected for an interview will be contacted.

Peel Senior Link is committed to developing an inclusive, barrier-free selection process and work environment. If you require accommodation at any stage of the recruitment and selection process, please contact Human Resources at 905 712 4413 x326.

Peel Senior Link has a mandatory vaccination policy for all employees in order to protect our clients, our staff, and the communities we work in. All job applicants will be required to declare their vaccination status during the recruitment process. As a condition of employment, all new hires must be fully vaccinated and provide proof of their vaccination. Peel Senior Link will comply with its Human Rights obligations and accommodate employees who are legally entitled to accommodation.

To learn more about Peel Senior Link please visit:

<https://peelseniorlink.com/about-us/>