

<b>Posting Date:</b> July 25, 2023	<b>Application Deadline:</b> August 25, 2023
<b>Job Order #:</b> JJ 2378 – Assignment Coordinator	<b>Program location:</b> Next Steps Employment Centre Riverdale
<b>E-mail for Applications</b> jesse.jhita@tdsb.on.ca	<b>Phone number: TBA</b>
<b>Company Name: TBA</b>	<b>Industry: Health Care</b>
<b>Company Address (Intersection and/or city): TBA</b>	
<b>Position Title: Assignment Coordinator</b>	<b># of Positions: TBA</b>
<b>Hours of Work:</b> TBA	<b>Type of Work:</b> TBA
<p>Ensure that coordination of services as related to or between patient/client and PSS or Regulated Service worker availability is within employee geography, hours of work, scope and skill set. Ensure all change requests are completed in an efficient and timely manner. Foster and facilitate timely, accurate and fulsome communication between Client and Employee. Ensure that assigned community staff have all pertinent information to complete safe and effective care. Act in accordance with the Employer’s mission, vision and values, established policies and procedures, relevant legislation, government and funder guidelines, the Collective Agreements where applicable and local contract requirements. Maintain curiosity, positivity and an ongoing desire to learn in an environment of consistent improvement and innovation.</p> <p><b>Summary of Duties and Responsibilities:</b></p> <p><b>Service Coordination</b></p> <ul style="list-style-type: none"> <li>• Provides Patient/PSS or Regulated Service coordination daily.</li> <li>• Develops and distributes Patient/PSS/Regulated service schedule and informs PSS/Regulated Workers via mobile device or live message of changes to schedules.</li> <li>• Receives notification from PSS/Regulated Workers of factors affecting re-assignment of Patients. Receives routine referrals/intake information from Funders and private Patients.</li> <li>• Assesses availability and appropriateness of PSS/Regulated Workers for routine assignment referring to service agreements and contracts, policies and procedures and the collective agreement (if applicable).</li> <li>• Reports any unresolved service coordination difficulties to immediate Supervisor/Manager or local branch Supervisor, as appropriate.</li> </ul> <p><b>Information Management</b></p> <ul style="list-style-type: none"> <li>• Enters all relevant Patient and worker information (both live and recorded) into the (SCHEDULING SYSTEM).</li> <li>• Enters service hours and adjustments to the system for both the Patient and PSS/Regulated.</li> <li>• Verifies integrity of data and makes corrections as necessary.</li> <li>• Produces schedules and reports on a regular basis, and upon request of the Supervisor/Manager.</li> </ul>	

**Customer Service**

- Communicates regularly with Patients/caregivers, PSS/Regulated Workers, funders and various Corporate or local departments (i.e. Accounting, People & Culture, Information Technology)
- Provides reports to appropriate professionals regarding Patient and PSS/Regulated status.
- Collaborates with accounting to ensure accurate and timely billing and payroll functions.
- Provides support and general direction to PSS/Regulated Workers, as appropriate.
- Receives concerns from Patients and PSS/Regulated Workers with regards to scheduling practices and redirects to appropriate professional.
- Advises appropriate Supervisor within the local branch of existing and anticipated staffing requirements.
- Documents all communications and subsequent actions in appropriate field/location within SCHEDULING SYSTEM.
- \*Performs other duties as required.

**WORKING CONDITIONS**

**Effort (Mental & Physical):**

- Working conditions are normal for an office environment
- Lifting or moving up to 10lbs may be required
- Manual dexterity required to use desktop computer and peripherals
- Communicating using multiple electronic devices (i.e., phone, email, fax, computer and internal database)
- Will be expected to work in a team and individual setting
- Non-traditional hours, including evenings and weekends are required.

**Qualifications:**

- Minimum qualifications for this position are one to two years of post-secondary education and one to three years of job-related experience, or equivalent combination of education and Experience.
- Strong proficiency in all aspects of Microsoft office, with proven skills in Word and Excel
- Keen attention to detail, ability to prioritize, multitasking skills and organizational skills
- Ability to work efficiently in a fast paced, high demand environment.

**Experience:**

- Experience in customer service is an asset
- Experience in the health care field an asset
- Previous Procura Experience an Asset

**Health & Safety**

- Adhere to the Occupational Health & Safety Act and the Employers Occupational Health and Safety policies within all district offices

**Salary Information:** \$18.79 per hour

When applying, please include **Job Title and Job Order #** on the subject line of the e-mail.