

	HUMAN RESOURCES: HR-228	Page 1 of 4
JOB DESCRIPTION – CLIENT SERVICES – PART TIME		

COMPANY AND CANDIDATE PROFILE:

At Mosaic, we believe in the right of all persons to continue to grow as human beings, to continue to create, connect and have meaning. We believe in the importance of community and the creation of community connections across the private, public, and not-for-profit sectors. We are leading the way to the development of person and age friendly communities that enable healthy aging and bring people together to achieve common social goals.

Mosaic Home Care & Community Resource Centre is recognized as a best practice leader in home care services and for the way it addresses human values and social and community interaction. It is a recipient of the Gold Medal of The European Society for Person Centered Healthcare for its Person Centered, Community Focused Model of Care.

Candidates should be excited at the opportunity to champion these beliefs and to help support the continuing development of the community interface for our award-winning person-centered model of care.

The ideal candidate will express the following key attributes:

- Have an understanding and a commitment to concepts of personhood as an important aspect of human relationships outside of the typical care constructs that are usually defined by the lens of incapacity and other vulnerabilities.
- Demonstrate an ability and a passion for working and communicating with people of all ages, needs, cultures and backgrounds.
- Be an ethical person with a strong sense of self-awareness and a clear understanding of fundamental human rights

MAIN OBJECTIVE:

The Client Services coordinator is responsible for providing and handling care to clients. He/she will also be responsible for maintaining confidential client and employee files. He/she will oversee and ensure that the care being provided is appropriate, caring and respectful.

ACCOMMODATION:

Mosaic Home Care welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

POSITION TITLE:	REPORTS TO	SALARY RANGE
Client Services (Part Time to cover maternity)	Director of Operations and Client Services Team Lead	\$20.19 – \$24.05 per hour

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WORKING CONDITIONS:

Defined as 25 hours per week (with a rotation of every 4th week a total of 29 hours per week)

- Permanent part time, over 14 months to cover a maternity leave
- Monday - Friday (5 days per week) with alternating weekends
- Part of a rotational schedule (amongst 4-5 people)
- Work from home schedule with flexibility to work in-office or in the community as needed
- There are opportunities to pick-up additional hours, as needed and available

- Example of shift times:

Monday - Friday	SATURDAY
11:00 am – 4:00 pm	3:00 pm – 7:00 pm

- At peak times the workload can be demanding.
- Fast-paced environment.
- Work schedule must be flexible to accommodate deadlines and mandatory meetings.
- Work will be required on some weekends and statutory holidays.
- Dress Code in effect (refer to Dress Code Policy_POL-102 & Casual Dress Code Policy_POL-123) when attending Mosaic corporate office and/or meetings outside of the office and/or on Zoom meetings.
- Physical Demands:
Long hours sitting and using office equipment and computers, which can cause muscle strain. Also, there will be some lifting of supplies and materials from time to time.
- Environmental Conditions:
The incumbent is in a busy office where they are faced with constant interruptions and must meet with others on a regular basis.
- Sensory Demands:
Long hours are spent in intense concentration. The incumbent must also spend long hours on the computer entering financial information which requires attention to detail and high levels of accuracy.
- Mental Demands:
There are several deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues.

The successful candidate can expect:

- Four (4) weeks of full-time in-office training (40 hours per week).
- To be deducted the \$250 retainer / deposit for company equipment, refunded at the end of the work term.
 - Computer, monitor, keyboard, mouse, headset, etc.
- After the initial training - A flexible combination of in-office and work-from-home workdays.
- The maternity coverage is estimated to end in September 2026. However, there may be a possibility of work continuation in a mutually agreeable capacity; if there is a need for additional support.

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DUTIES AND RESPONSIBILITIES (but not limited to):

- Coordinate client care and assignment of staff
- Ensure that the care that is being provided meets all relevant policies, procedures, and regulations
- Maintain knowledge of all services offered
- Keep current with program updates and changes
- Participates in assessments, goal settings and program planning for the client and/or family member
- Evaluates client needs and develops short term plans to meet such needs
- Maintain a detailed, current, accurate and confidential client reporting system
- Maintain and update client's files with respect to care planning, referrals, health issues and other pertinent information as it relates to the client
- Document important conversations, changes, updates, and significant incidents
- Communicate with employees through mail-merges (i.e. schedules, company updates, policy updates, etc.)
- Determine the needs of members and their families, through consultation and constant communication; adjust care and recommendations as needed
- Communicate changes and updates with all members of the team
- Handle service enquiries (requests for care, service, or community resources)
- Data entry (i.e. new members, employees, file updates, community contacts, etc.)
- Review and take actions around incoming text, telephone, or email communication from the front-line employees
- General administration /human resources duties
- May include home visits and/or travel within the GTA or York region
- Sundry duties as assigned

QUALIFICATIONS/REQUIREMENTS:

- Completion of high school is required
- College or university level degree (an asset)
- Excellent written and verbal skills
- At least 2 years customer service experience
- Strong problem solving and troubleshooting skills
- Critical thinking and have a proactive approach
- Attention to detail (being careful about detail and thorough in completing work tasks)
- Dependability (job requires being reliable, responsible, and dependable, and fulfilling obligations)
- Experience in using a scheduling program is an asset
- Proficiency with computers, including Microsoft Office (Word, Excel, Power Point)
- Typing speed 40 wpm
- Numerical speed 26 wpm
- Good written and verbal communication skills
- Strong organizational skills
- Three (3) professional references
- Driver's license and own vehicle

MOSAIC'S STANDARDS OF EXCELLENCE®:

Mosaic's Standards of Excellence® are one of many ways to assure our clientele that we are providing only the highest quality of care. All Mosaic employees, as a minimum, must meet the standards noted below.

- ❖ Bondable
- ❖ Code of ethics and conduct (*ability to abide by these codes*)
- ❖ Confidentiality (*ability to practice a high level of privacy and confidentiality*)
- ❖ Credentials (*validity verified, kept on file and maintained as needed*)
- ❖ Believes in the Principles of Person Centered Community Integrated Care
- ❖ Up-to-date Immunization record, confirming that all immunizations required by Mosaic Home Care and the Province of Ontario have been obtained
- ❖ A negative Tuberculosis (TB) skin test (Mantoux test)
- ❖ A clear criminal background check (no more than six (6) months old (*updated annually*))
- ❖ A clear vulnerable sector check (no more than six (6) months old)
- ❖ Reference checks (*2-3 business references*)
- ❖ Health & Safety Mandatory Core Training (completion prior to work start)

HEALTH & SAFETY ONLINE TRAINING REQUIREMENTS:	
MSD & ME (6 Modules):	REGULAR (6 Modules):
<ol style="list-style-type: none"> 1. MSD Awareness and the Law 2. Basic Anatomy 3. Musculoskeletal Disorders 4. Ergonomics 5. Guidelines for Movement 6. Body Care 	<ol style="list-style-type: none"> 1. Fire Safety 2. Mosaic Preventing Violence and Harassment in the Workplace 3. Mosaic Slips, Trips and Falls and Housekeeping 4. WHMIS 2015 5. AODA Full 6. *Safety Basics ON <p><i>*Expires annually = Needs to be completed once per year</i></p>

- ❖ Attend the employee orientation (*review of policies/procedures/guidelines*) including *The Meaning of Me®*
- ❖ Current CPR/First Aid Certification
- ❖ High school diploma or equivalent
- ❖ PSW Certification or equivalent – (non-medical employees)
- ❖ RPN or RN Certification; including verification of nursing status and annual proof of registration with the College of Nurses of Ontario (CNO) – (medical employees)

Note: Mosaic's Standards of Excellence® are comprised of a more extensive list; however, only the Mosaic employee related standards are hereby defined to help our potential candidates, and the community understand our minimum standards for adding exceptional employees to our team.