

Central Registry Care Coordinator (Permanent Full Time)

The Central Registry is the centralized point of coordinated access for referrals to several regional support services operating in the Mississauga Halton Local Health Integration Network (MH LHIN) area. The Central Registry works on behalf of program service providers to process referrals and maintain a centralized waitlist for program services. The Central Registry operates from 8am-8pm 7 days per week including weekends and holidays. Nucleus Independent Living houses and manages the Central Registry on behalf of several health service providers across the MH LHIN.

Position Summary

Under the general supervision of the department Manager, the Central Registry Care Coordinator is responsible for performing general care coordination functions.

KEY RESPONSIBILITIES

Care coordination responsibilities include processing referrals, including conducting assessments and determining eligibility for specific regional programs; and for advising or linking applicants to appropriate services as required. The Care Coordinator works collaboratively with internal and external partners and uses their strong communication, assessment and negotiation skills paired with a client-centered and solutions-focused approach to execute their responsibilities to ensure the timely placement of appropriate eligible referrals to department programs or to link the applicant appropriately to services that best suit their needs.

SKILLS AND QUALIFICATIONS

- Post-secondary education in relevant health or social service field
- Minimum 3 years' experience conducting formalized assessments (preferably interRAI tools)
- Experience working with seniors population and strong working knowledge of SDL program or ALS-HRS policy
- Must have an understanding of PSW scope of work
- Extensive knowledge of local services and resources
- Proven interpersonal skills and emotional intelligence appropriate to build positive rapport with various parties and to professionally represent all service providers
- Strong analytical skills, critical thinking and attention to detail
- Demonstrated customer service approach and a solutions-based approach to problem-solving
- Excellent communication skills (verbal, written, listening, comprehension)
- Ability to meet multiple priorities, in a dynamic environment, in a timely and efficient manner
- Bi-lingual (English and French), both verbal and written is an asset

Special Conditions

- Flexibility required to work a rotation of shifts including holidays and weekends.
- Valid Ontario Driver's license and a reliable insured vehicle.

Candidates are asked to submit a Resume and Cover Letter, quoting job# 057 to Human Resources by November 26, 2018, via E-mail: careers@nucleusonline.ca

Nucleus Independent Living welcomes and encourages applications from those with disabilities. Accommodations are available upon request.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.