



Job Description:	Care Coordinator, Assisted Living Services
Date Revised:	October 2022
Accountable to:	CEO

**PURPOSE AND SUMMARY:** The Care Coordinator is responsible for managing and supervising the Assisted Living Care team. This includes the planning and delivery of person-centred, in-home support and personal care to frail older persons, so that they may remain independent in their own homes for as long as possible. The Care Coordinator will work within the Mission, Vision, policies and procedures of the Barry's Bay and Area Senior Citizens Home Support Services, in accordance with Home and Community Care Regulations and legislation,

## **DUTIES AND RESPONSIBILITIES**

### **Service Responsibilities**

- conduct initial client intake and manage wait list
- coordinate and implement support plan working with providers, other involved agencies, caregiver network (family and social) in cooperation with the client
- oversee health and safety for staff and clients
- motivate staff towards the highest possible quality of service
- conduct performance reviews and Strengths coaching
- frequent assess and coordinate care planning in keeping with client preference
- work with clinical support lead to manage unregulated health care providers ensuring task assignment matches individual skill level e.g. medication management, exercise program etc.
- oversee and ensure medication assistance according to agency policies and procedure
- provide ongoing support to family members involved in client care, encouraging involvement in client care and facilitating effective and ongoing communication
- use the palliative approach
- receive and make referrals

### **Organizational Responsibilities**

- reflect the Agency Vision, Mission and Values with enthusiasm and commitment
- motivate clients towards self-sufficiency and continued independence
- act in accordance with relevant legislation, agency policies and procedures
- adhere to the BBAHS Code of Ethics
- propose changes within BBAHS to improve quality of service

- develop and maintain respectful, cooperative working relationships to contribute to integrated, seamless service delivery
- understand role and responsibility for maintaining a safe workplace and reducing or preventing workplace injuries, including immediately reporting safety concerns
- ensure accuracy, confidentiality and safekeeping of agency records
- understand and uphold the Client Bill of Rights and Responsibilities; and
- participate constructively in performance review processes with supervisor and upgrade skills and knowledge through agency approved educational programs

## **QUALIFICATIONS**

**Education:** Relevant Post-Secondary Education with emphasis on Geriatric Health and Human Services

### **Work Experience**

- a minimum of two (2) years direct experience in the provision of care coordination in community based home care service delivery
- experience supervising and coordinating community programs and services preferably in the health care sector

### **Skills/Abilities**

- demonstrated leadership
- proven ability to coordinate personal care and home-based support services to frail older persons
- excellent time management, organizational, coordination and problem-solving skills
- good written and oral communication skills
- ability to communicate in a second language (Polish or French) is an asset
- excellent interpersonal skills
- ability to maintain confidentiality
- understanding of computers and software programs such as Microsoft Word, Windows Explorer and Client Data Base systems
- can follow direction, work independently, exercise good judgment, and set priorities
- ability to work effectively and sensitively with variety of clients
- demonstrated understanding of the needs of elderly, ill, and vulnerable individuals
- knowledge of gerontology, community health, and multi-disciplinary programming as it relates to the physical, spiritual and psycho-social needs
- physically capable of performing assigned duties

## **CONDITIONS OF EMPLOYMENT**

- Possess a Standard First Aid and CPR Certificate or be willing to obtain one
- Receive calls from team members as needed
- Cover shifts for team members as needed
- Have a valid Ontario G driver's license and access to a vehicle
- Criminal record and vulnerable sector check is required upon hiring
- Vaccinations: COVID and Annual Flu

**NOTE:** This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.