



*Every child and youth living life at their full potential.*

## **About Grandview Kids**

Grandview Kids provides an array of specialized programs, rehabilitation services, and outpatient clinical treatments to children and youth with physical, communication, and developmental needs. Programs and services – which are delivered at the Centre, in the community, at schools, and in-home – include: medical consultation, assessment, and diagnosis; audiology, autism support; complex care program; occupational therapy; physiotherapy; respite services; social work; speech-language pathology; therapeutic recreation; and family engagement. Grandview Kids actively participates in research to support innovation in rehabilitation science, to advance organizational capabilities, and to better serve caregivers and the developmental needs of their children and adolescents. As an organization, we are dedicated to inspiring possibilities, fostering development, and supporting growth and personal achievement with our clients, caregivers, and team members. Through a collaborative, multi-disciplinary approach, members of Team Grandview strive to provide culturally safer, inclusive, and innovative evidence-informed care that meets the unique needs of each client.

Grandview Kids is now accepting applications for the position of:

## **Welcome Centre Support – Office Reception Clerk (Contract Full-Time)**

- Contract Full-time (37.5 hours/week)
- May 23, 2024 to July 7, 2024 (1 position)
- July 10, 2024 to August 25, 2024 (1 position)

Reporting to the Scheduling Manager and Volunteer Coordinator the Office Reception Clerk is responsible for active Covid-19 screening, greeting clients and families prior to entry of the building, answering the phone and client access text line; verifying client and caregiver information and appointments. Displaying leadership by ensuring physical distancing and enforcing understanding of Covid-19 protocols and practices in a healthcare setting. Dispatching maintenance staff for cleaning and monitoring flow of clients. This position is working in a team with Centre volunteers and staff and maintains communication with all other staff members; supports program/Centre efforts in Quality Improvement and Risk Management activities; participates in education, orientation, and public relations; maintains a safe work environment and performs other related duties, as assigned.

## **Responsibilities**

- Knowledge and greeting and screening clients and families prior to entry of the building
- Answering main phone lines and client access text line
- Making reminder calls for upcoming scheduled appointments
- Accessing Electronic Medical Record to verify client and caregiver names, consents, appointments schedules

- Active screening for Covid-19 following organizational protocols and processes
- Ensuing physical distancing and enforcing the understanding of Covid-19 protocols and practices in a healthcare setting with our families and staff;
- Dispatching maintenance staff for cleaning and monitoring flow of clients.
- Provides assistance to clients, families and staff
- Monitoring the flow of clients

## **Qualifications**

- College Diploma in a field related to Business Administration or a similar discipline
- 1-2 years relevant customer service experience in a related setting
- Other relevant business/computer courses or experience
- You have experience and knowledge providing customer service in a healthcare environment.
- You may have working experience and knowledge of working in an environment with children with communication, developmental and physical needs.
- Excellent time management, attention to detail is essential.
- Well-developed conflict resolution, problem solving, interpersonal and communication skills.
- Preference will be given to candidates with experience in customer service with screening and scheduling client appointments in a fast-paced environment.

**To meet the Canada Summer Jobs Funding Program eligibility, which supports this role, applicants must be between 15 and 30 years of age at the start of employment, and legally entitled to work in Canada.**

## **How to apply**

Please forward a cover letter clearly stating Job 24.02 and outlining your interest and a resume to [careers@grandviewkids.ca](mailto:careers@grandviewkids.ca). Please address your correspondence to and apply before January 25, 2024 at 5:00 pm:

Human Resources

Grandview Kids

600 Townline Road South

Oshawa, ON L1H 0C8

## **Our commitment to belonging.**

Grandview Kids aims to be deliberate in our consideration of diversity, defined as differences in race, colour, place of origin, religion, immigrant and newcomer status, ethnic

origin, ability, sex, sexual orientation, gender identity, gender expression, and age. Recognizing and valuing diversity and equity must be accompanied by concerted efforts to ensure the inclusion of diverse and underrepresented populations, meaning that individuals must be and feel valued, respected, and equally supported. We invite applicants in the above defined areas to apply.

Please note that all prospective Grandview Kids employees are subject to mandatory immunization requirements, including full and ongoing COVID-19 vaccinations, as a condition of obtaining and maintaining employment. We will make accommodations based upon documented medical or creed exemption in accordance with the Ministry of Health and the Ontario Human Rights Code. Accommodations are made through consultation with Human Resources. Please contact us should you require any accommodation throughout this process.

Grandview Kids is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). If you have accessibility needs and require alternate formats or other accommodations, please let us know.

## **Land acknowledgement**

Grandview Kids is situated on the traditional territories of the Mississaugas of Scugog Island First Nation. We acknowledge the lands, waters, and people who have come before us, including the Algonquin, Objíway, Odawa, and Pottawatomi. This land, covered under the Williams Treaty, is home to many Anishinaabeg people. We commit to listening and learning the truth as we move together toward reconciliation.

We thank all applicants. Only those selected for an interview will be contacted.