



*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:

### **Team Assistant (Regular Full-Time)**

- Full-Time – 37.5 hours per week (1FTE)
- Salary: \$25.28 - \$29.57 per hour, depending upon experience
- Commencing June 2024
- Onsite / In-Person

Under the general direction of the Manager, the Team Assistant executes tasks that support a client's participation in programs and services. The Team Assistant's responsibilities may include: participating in the intake function; creating and updating the client record while ensuring the integrity and confidentiality of client records; scheduling appointments; providing on-site support to the staff and families; completing data entry; uploading client information into the electronic health record; completing chart audits; completing reminder calls; maintaining communication with all other staff members; participating in education, orientation and public relations as required; maintaining a safe work environment; participating in the Centre's Quality Improvement Program (QIP) activities; and carrying out other tasks as assigned.

## **Responsibilities**

- Participates in the intake function by receiving referrals, contacting family and referring source to gather needed information and consents
- Monitoring/following up on requests for medical referrals, diagnosis or other documentation/questionnaires
- Administration of the client record according to established procedures and updating existing records with new referral request and referral concerns
- Admitting client to service navigation program and scheduling and entering initial appointments and Service Navigator appointments with client, family/caregiver, and community agencies
- Verifying and updating client and family contact information, custody status, guardianship and physician involvement and diagnosis.
- Running reports on demographic and workload data
- Obtaining informed consent for the sharing of information in accordance with Centre privacy and security practices;
- Documenting contact with family and referring source, including consents provided verbally or in writing, and uploading documents into the client record.
- Determining basic eligibility by reviewing established criteria and additional circumstances
- Discharging and redirecting to other services based on eligibility and coordinating with partners to arrange transfer to alternate services and providing information regarding partner agencies to families
- Arranging subsequent contacts as requested, including reassessments, intervention/therapy sessions, and workshops
- Providing support to the client, family, partners, staff and specialty clinics through liaison with the team
- Providing administrative support to the Welcome Centre for clients, families and visitors, receiving and directing telephone calls and processing cancellations from families, staff and partners

## **Qualifications**

- College diploma in a field related to Business Administration or a similar discipline or;
- Two years of experience in a related setting.

- Familiar with reporting and entering data and running reports according to established procedures into the data bases, as appropriate (e.g., ISCIS- Integrated Services for Children Information Systems)
- Previous work experience in healthcare with scheduling appointments and managing multiple calendars for various disciplines.
- Client-centred / family-centred approach with strong active listening skills
- Ability to multitask and navigate multiple computer programs at the same time while speaking on the phone
- Communicate with professionalism when faced with confrontational or sensitive situations
- Ability to deal with complex inquiries from clients / caregivers
- Strong time management and multitasking skills
- Ability to stay composed and organized in a fast paced environment
- Extensive knowledge of the principles and practices of administrative services;
- Other relevant business/computer courses;
- Bilingual (Fluent in French/English) is an asset
- You have a driver's license and access to a reliable vehicle, or reliable means of transportation.

You have experience and knowledge working with child development and relevant services and community supports for children with special needs and their families in Durham Region. This position requires superior time management skills, a high level of accuracy with attention to detail, and demonstrated proficiency in data entry; for some assignments experience with scheduling is an asset. Well-developed conflict resolution, problem solving, interpersonal and communication skills are also essential. Preference will be given to candidates with experience in scheduling client appointments in a fast-paced environment.

## **How to apply**

**Please forward a resume and cover letter clearly stating Job 24.42 to [careers@grandviewkids.ca](mailto:careers@grandviewkids.ca) by May 28<sup>th</sup>, 2024 at 5 p.m. EST. Please address your correspondence to:**

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.

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 throughout this process, please contact Human Resources.

## **Land acknowledgement**

The lands, waters, nature and sky that Grandview Kids is privileged to exist within have long been home to the Michi Saagiig Anishinaabeg. We acknowledge the lands of the traditional and treaty territories covered under the Williams Treaties, including the Mississaugas of Scugog Island First Nation, Alderville First Nation, Hiawatha First Nation, Curve Lake First Nation and the Chippewa Nation of Georgina Island, Beausoleil and Rama. We are responsible for building stronger relationships with clients, caregivers, partners and colleagues from First Nations, Métis and Inuit communities. Through our shared values of belonging, excellence, connection discovery and celebration, Grandview Kids commits to seeking truth and upholding reconciliation.

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