



Every child and youth living 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 (Permanent Full-Time) – Clinical Information Systems

- 37.5 hours per week (1FTE)
- Salary: \$26.11 - \$30.54 per hour, depending upon experience
- Commencing October 2025
- Onsite / In-Person

Under the general direction of the Clinical Information and Systems Manager, the CIS Team Assistant will support health information management practices for the CIS department. The Team Assistant's responsibilities may include: addressing access and disclosure requests; updating the client record to ensure the completeness and integrity of the record; completing data entry; scanning and uploading client information into the record; completing chart audits; completing reminder calls; providing support to staff and clients; 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

- Completing access and disclosure requests in accordance with established practices and legislation
- Administering the client record according to established procedures
- Verifying and updating client and family contact information, custody status, guardianship
- Obtaining informed consent for the sharing of information in accordance with Centre privacy and security practices
- Documenting contact with client/family and other agencies
- Connecting with clients/families to troubleshoot access to systems, as required
- Scanning and uploading documents into the client record
- Completing reminder calls for services
- Completing chart audits

Qualifications

- Graduate from a Health Information Management Program – preferred or equivalent education and experience
- Certification with CHIM (Canadian College of Health Information Management) – preferred

Experience

- Health records experience with release of information procedure and knowledge of legislation preferred
- Health records experience with preparing records for scanning
- Medical terminology experience required
- Experience using electronic health record systems
- Familiarity with entering data according to established procedures into relevant data bases (e.g., ISCIS-Integrated Services for Children Information Systems)
- Client-centred / family-centred approach with strong active listening skills
- Communicate with professionalism when faced with confrontational or sensitive situations
- Ability to deal with complex inquiries from clients and external agencies
- 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 health information management
- Other relevant computer skills (e.g., Microsoft Suite)

- Bilingual (Fluent in French/English) is an asset.
- Valid 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. You have experience and knowledge of health information management practices. This position requires superior time management skills, a high level of accuracy with attention to detail, and demonstrated proficiency in data entry. Well-developed conflict resolution, problem solving, interpersonal and communication skills are also essential.

How to apply

Please submit your resume and cover letter for Job 25.112 CIS Team Assistant by 5:00 PM on October 7th, 2025 through the following link: [Apply Here](#)

Please address your correspondence to:

Human Resources

Grandview Kids

1461 Harwood Ave N

Ajax ON L1T 0R3

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.