



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 (Contract Full-Time) 1 Position

- Contract Full-Time – 37.5 hours per week (1FTE)
- Salary: \$25.28 - \$29.57 per hour, depending upon experience
- Contract Duration: April 1, 2025 – December 19th, 2025
- Onsite / In-Person

Under the general direction of the Program 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

- Reaching out to families to schedule appointments across a variety of programs and services.
- Providing on-site support for staff and families as required.
- Reviewing client charts for communication history and uploading client information to the electronic health record.
- Communicating with staff regarding appointments, schedules, and waitlists.
- Using and exporting report data to support data entry and review of upcoming requirements for programs and services.
- Arranging subsequent contacts as requested, including reassessments, intervention/therapy sessions, and workshops.
- Providing support to clients, families, partners, staff, and specialty clinics through liaison with the team.
- Providing administrative support to the Welcome Centre for clients, families, and visitors, including 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, such as Medical Office administration, 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 cover letter clearly stating Job 25.38 outlining your interest and a resume **by 5:00 PM on March 24th, 2025**, through the following link: [Apply Here](#)

Please address your correspondence to:

Human Resources

Grandview Kids

1461 Harwood Avenue North

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.