


Is seeking **TRANSPORTATION TEAM LEAD**



Site: District of Timiskaming
Reports to: Finance & Operations Manager
Date: March 5, 2024

OVERVIEW

The Transportation Team Lead, under the direction of the Finance & Operations Manager, is responsible for the provision, development and administration of Transportation Services for residents living in the District of Timiskaming. This position may require supervisory functions and as such, is a non-unionized position. The Transportation Team Lead will also be required to maintain policies and procedures in compliance with governing legislation.

Job Responsibilities:

Administration:

- Maintain current client files and safeguard confidentiality of clients.
- Promote program and program activities to referral sources, local organizations and the general public.
- Participate in community and THS activities and meetings.
- Maintain accurate client and activity data in the data management software; maintain and compile monthly statistical reports.
- Direct and implement services according to established policies & procedures, Standard Operating Guidelines, and relevant legislation.
- Develop marketing plans using paper, radio, social media, posters, presentations, etc.

Supervisory Duties:

- Facilitate client and/or volunteer satisfaction surveys.
- Establish and maintain positive working relationships with all stakeholders (staff, volunteers, clients, suppliers and community partners).
- Train, supervise and support front line staff and volunteer work/activities to uphold quality service standards and to comply with policies, procedures and legislation standards.
- Contribute to continuous quality improvement of service delivery.
- Oversee the maintenance, upkeep and repairs on all THS program equipment and vehicles.
- Handle and resolve any service complaints.
- Ensure Health and Safety legislative requirements are met in all aspects of transportation service delivery.
- Provide backup on all additional duties as required and/or as assigned.
- Perform various additional duties as required or as assigned, including on-call responsibilities.

Client Services:

- Provide care/service management according to policies, procedures and legislation for clients qualifying or not qualifying for services utilizing assessment tools in cooperation with clients.
- Implement and monitor care/service and referral process, follow-up, reassessment, ongoing care/service management, ongoing case documentation and termination (as per directed by THS guidelines, policies and procedures).
- Plan timely schedules of program care/service delivery and activities.
- Collaborate with all THS Client Services Coordinators and THS program Team Leads to deliver care/services to all THS clients.

Skills & Knowledge:

- Strong knowledge of Community Health Services and Programs.
- Strong knowledge of THS Programs.
- Excellent interpersonal, communication, organizational, and problem solving skills.
- Strong Computer skills.
- Provides superior customer service to both internal and external customers, by ensuring that commitments and responses are made in a timely manner.
- Ability to communicate effectively in English; French is considered an asset.
- Proven communication skills to interact effectively with staff/volunteers in order to direct workflow, assess performance and assign duties.
- Ability to problem solve and work with minimal supervision and demonstrate good judgment.
- Valid driver's license and access to a vehicle is mandatory.

Education & Experience:

- Post-secondary education, including a Diploma or Degree in Gerontology, Social Services or RPN or PSW with experience.
- Some supervisory experience/skills is considered an asset.
- Previous experience working with the frail elderly is considered an asset.
- Valid driver's license and access to a vehicle.
- Clean driver's abstract (provided annually).

Job opportunity



Interested applicants should send their resume and cover letter to

Leanne Hennessy, HR Manager,

At

lhennessy@homesupportservices.ca by

Wednesday March 13, 2024.

We thank everyone for their interest: however, only those selected for an interview will be contacted.