

WE'RE HIRING!

FULL TIME Transportation Team Lead



The Transportation Team Lead, under the direction of the Finance & Operations Manager, is responsible for the provision, development and administration of Transportation Services for future and existing Timiskaming Home Support clients living in the District of Timiskaming.

JOB DUTIES

- Coordinate, organize, and promote transportation program and program activities to clients, referral sources, local organizations, and the general public.
- Maintain current client files and safeguard confidentiality of clients.
- 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.
- Facilitate client satisfaction surveys.
- Establish and maintain positive working relationships with all stakeholders (staff, clients, suppliers and community partners).
- Train, supervise and support front line staff 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/coverage for other Team Lead assignments as necessary.
- Perform various additional duties as required or as assigned, including on-call responsibilities.
- 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.

Qualifications:

- Strong knowledge of Home and Community Health Services and Programs.
- Previous experience in Transportation programs and/or as a Driver.
- Excellent interpersonal and organizational skills.
- Strong Computer skills.
- Superior customer service skills demonstrated to both internal and external customers.
- Ability to communicate effectively in English; French is considered an asset.
- Ability to problem solve and work with minimal supervision; exercise good judgment.
- Valid driver's license Class G and access to a vehicle is mandatory; clean driver's abstract required (provided annually).
- Post-secondary education, including a Diploma or Degree in Gerontology, Social Services or RPN or PSW with experience, or related program.
- Some supervisory experience/skills is considered an asset.
- Previous experience working with the frail elderly is considered an asset.

Job Type: Full-time, Monday - Friday

Pay: From \$45,783.00 per year

Benefits: Health Care, Dental, Life Insurance, LTD, Disability Benefits, Company Pension

Work Location: Haileybury. Occasional travel within the District of Timiskaming is required.

Application deadline: Oct 28, 2024

Submit resume and cover letter to: hr@homesupportservices.ca

NOTE: This posting is intended to provide a general overview of the position. It is not an exhaustive list of responsibilities, qualifications, or requirements. THS reserves the right to modify the duties or requirements of the position as needed.

APPLICATIONS WILL BE RECEIVED UNTIL THE POSTING IS CLOSED.

Please include a resume and cover letter in order to ensure that your qualifications are appropriately considered in the hiring process.

THS is committed to fair and equitable employment and in our recruitment and selection practices. We strongly believe in inclusion and diversity within our organization, and welcome all applicants including, but not limited to: racialized communities, all religions and ethnicities, persons with disabilities, LGBTQ2S+ persons, Indigenous people, and all others who may contribute to the further diversification of THS. We are committed to providing and fostering a respectful workplace for all employees, free from violence and harassment.

Upon individual request, THS will endeavour to remove any barrier to the hiring process to accommodate candidates, including those with disabilities. Should any applicant require accommodation through the application, interview or selection processes, please contact Human Resources in advance for assistance.