



INTERIM HEALTH SERVICES COORDINATOR

1 Full Time Contract Position
INTERNAL/EXTERNAL POSTING

DATE: September 29th, 2022

LOCATION: Toronto, ON – 416 Community Support for Women

COMPENSATION: \$48,997- \$60,838 (Annually Prorated)

CONTRACT DURATION: 1 year

LOFT Community Services is a unique and dynamic charitable organization that supports people living with complicated issues such as mental and physical health challenges, substance abuse, poverty and homelessness. Serving approximately 10,000 annually and providing 1,733 units of supportive housing last year, LOFT is one of Ontario's largest mental health service providers of its kind.

LOFT stands for Leap of Faith Together. Our employees have an opportunity to take calculated risks and lead the way in the creation, implementation and evaluation of system-wide solutions. We work hard. We care passionately. We celebrate. Our staff are the key to our success. LOFT is recognized as a Nonprofit Employer of Choice™ Award (NEOC) recipient and we believe that our LOFTY culture is at the core of everything we do

To help fulfill our mission, LOFT is hiring a **Health Services Coordinator**.

JOB SUMMARY:

The Health Services Coordinator will provide primary health care services to members of the community who face barriers accessing mainstream health services due to varying factors including chronic mental health and addictions issues. The Health Services Coordinator will collaborate with the multidisciplinary staff within 416 Community Support for Women, other LOFT programs, partnering organizations and our partnering Physicians to provide comprehensive primary healthcare.

***Note:** *Staff will be required to work in residents' rooms/apartment units and may therefore be exposed to secondhand smoke. All LOFT employees are required to be fully COVID-19 vaccinated as a condition of hire in accordance with LOFT's Vaccination Policy. A satisfactory vulnerable sector check (VSC) is also required.*

WHAT YOU WILL DO:

- Support connection to ongoing primary health care services:
- Promotion/education/counselling; history taking, screening, referral, and follow up for the health clinic.
- Provide services during regular and extended hours within the clinic and provide outreach services to those unable to access clinic for varying reasons.
- Monitor the ongoing needs of 416 clients attached to the clinic with chronic stable illnesses
- Work with primary health care and other supports to emphasize health promotion, education, and disease prevention, and recognizes the special risk factors (social, physical, psychological etc.) which may affect the health of clients.
- Ensure appropriate, comprehensive treatment is delivered by maintaining complete and accurate records using the electronic health record, participating in chart reviews and discussing problem cases.
- Participate in administrative activities. Arranging for needed external services on site such as nutrition, chiropractors as examples. Providing input into program development, delivery and evaluation; collecting statistical data as required by the agency; identifying areas of development with regards to policies, procedure and protocols; participating in staff, team and other committees; and, liaising with other institutions, organizations and health and social service professionals.
- To ensure continuous ongoing care of clients
- Client crisis intervention and prevention planning within the agency and on an outreach basis in a timely manner.
- Assist drop-in staff in attending to crises in an appropriate manner, as well as provide crises debriefing for staff involved in a timely manner.
- Increase access to primary health care and reduce avoidable hospitalizations and increase health and well-being.

WHAT YOU BRING:

- Experience as a case manager or health provider that has supported coordination of care Minimum Bachelor Degree
- Current CPR an asset
- Minimum three years related experience in providing support to vulnerable people with special needs including mental health and addiction, complex physical health challenges and severe social isolation.
- Demonstrated assessment skills
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills.
- An excellent understanding of harm reduction, recovery and psychosocial rehabilitation principles, the therapeutic relationship, and an ability to come to an agreement with clients on goals/priorities.
- Crisis intervention skills, with well-developed problem solving abilities and interpersonal skills.

- Good oral and written communication skills
- Proficiency in computer skills and data management including MS Word, Excel, client databases and assessments.
- Ability to deal discreetly and sensitivity with confidential issues.
- Knowledge of community resources and supports.
- Ability to work effectively as a part of a team and interact professionally with workers from a variety of health service providers across the continuum of care.
- Understanding of cultural competency and framework
- Knowledge of another language is an asset

What We Offer:

- Paid time off per year: We observe 10 public and civic holidays, vacation days and paid sick days. On top of that, we have paid float days which you are encouraged to take (no justification required).
- Professional development budget available to help you nurture and shape your career.

TO APPLY: Send your resume with cover letter to Human Resources **Email:** hr@loftcs.org

LOFT Community Services is committed to making employment opportunities accessible in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. Requested accommodation will be provided in all parts of the application and hiring process by contacting humanresources@loftcs.org or (416) 979-1994. We welcome and encourage people from equity-deserving communities and intersecting identities to apply for this position.

PLEASE INCLUDE "HEALTH SERVICES COORDINATOR – 416" IN THE SUBJECT LINE OF ANY EMAILS.

CLOSING DATE: October 13th, 2022