

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (WENTWORTH LODGE – RECREATION – LOCATION – 41 SOUTH ST., DUNDAS)

ADMISSIONS COUNSELLOR/VOLUNTEER COORDINATOR – CUPE 5167

The Healthy & Safe Communities Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

SUMMARY OF DUTIES

Reports to Supervisor of Resident Services. Facilitates admissions to Wentworth Lodge through the CCAC. Answers inquiries and provides tours. Recruits, trains and supervises volunteers.

GENERAL DUTIES

Reviews CCAC documentation to determine acceptability to our waiting list in consultation with members of the Admissions, Discharge & Transfer Committee.

In conjunction with the Director of Nursing, develops strategies to maintain budgeted occupancy and maximize preferred accommodation revenue.

Provides information and support to prospective residents, their families both on the phone and while on tours of the facility.

In conjunction with the Supervisor of Resident Services, develops a flexible work schedule to address the needs of prospective clients and their families.

Completes all documentation (admission agreement, financial commitment, initial assessments for each discipline etc) pertaining to an admission to the facility.

Ensures new residents are provided with the information legislated by the MOHLTC.

Establishes and maintains a system for managing the waiting list data as well as statistics relevant to the waiting list and levels of activity.

Develops procedures and makes recommendations regarding changes to procedures related to the admissions process.

Compiles an admission history based on clinical documents and personal interviews with prospective residents and/or their families

Provides preadmission communication between the facility, families and community health professionals.

Compiles statistics related to admissions and volunteers.

Ensures confidentiality of information received while ensuring that all departments are provided with admission data relevant to their functioning.

Prepares and distributes the minutes from the Admission, Discharge & Transfer meeting.

Provides instrumental support to residents and their families related to the admission.

Recruits volunteers from the community using a variety of outreach methods to support resident programs.

Trains, provides guidance and direction to volunteers according to Community Services Department and Wentworth Lodge policies.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

QUALIFICATIONS

1. Demonstrated ability in interviewing skills, tolerance for cultural differences, flexibility in adapting to change, interpersonal relationships and case management normally acquired through the graduation from a university with a degree in Health, Social Services or Gerontology or with a Diploma from a college in Health or Social Welfare with previous relevant work experience in geriatrics.
2. Ability to conduct initial assessments for placement within a Long Term Care Facility.
3. Good written and verbal communication skills and ability to relate to peers and seniors.
4. Highly developed interpersonal skills with the ability to interact effectively with seniors, residents and their families.
5. Knowledge of marketing practices related to promotion and service delivery.
6. Working knowledge of Microsoft Office (Microsoft Outlook, Word and Excel).
7. Flexible work environment with potential for evening & weekend work.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
