



Client Services Manager

For more than forty years Independent Living Services has provided high quality services to individuals with disabilities and seniors who reside in Simcoe County.

Independent Living Services of Simcoe County requires a Manager of Client Services to be responsible for the direction and leadership for the Support Care Services function, which includes the supervisors, schedulers and front line staff. This role effectively and efficiently manages the development and directions of the operational team to drive the provision of services and strive for a superior level of satisfaction among our clients.

Qualifications & Skills

- Degree in the human services field
- Five years of supervisory experience and training, preferably in a unionized environment
- Excellent written and verbal communication skills
- Working knowledge of personal computer software
- Knowledge of the use of database and scheduling software
- Knowledge and experience in project management activities
- Familiarity with and demonstrated sensitivity of older adults and with individuals with disabilities
- Knowledge of relevant legislation regarding community health services and adults with physical disabilities
- Understanding of client assessment tools
- Experience in financial management
- Working knowledge of the Occupational Health and Safety Act
- High level of integrity, confidentiality and accountability
- Ability to plan, organize and effectively manage a busy workload

Independent Living Services offers competitive salary packages, an incredible work environment, and career advancement opportunities.

Individuals interested in this position should email their resume to jobs@ilssimcoe.ca or by fax to (705) 737-1874. This opportunity closes September 12, 2019.

In compliance with the Accessibility for Ontarians with Disabilities Act, accommodations are available to applicants to support them in all aspects of the hiring process. Applicants need to make their needs known in advance.