



**POSITION TITLE: Bilingual Service Coordinator  
Community Support Services  
Full-Time, Indeterminate**

**INTERNAL/EXTERNAL POSTING**

South-East Ottawa Community Health Centre (SEOCHC) is a non-profit, community-governed organization that provides a range of multi-disciplinary services to clients, including primary care, health promotion, social services, community and resource development, home support and advocacy to address the social determinants of health. SEOCHC particularly responds to persons who face barriers to accessing health and social services and who live in South-East Ottawa. Our services and programs are designed to meet the needs of our community.

We are seeking 2 full time (35 hours/week) bilingual Service Coordinators in Community Support Services (CSS).

Annualized Salary Range: \$45,154 to \$53,123 plus benefits.

**JOB SUMMARY**

Reporting to the Seniors Team (ST) Coordinator, the Service Coordinator coordinates community support services for seniors, adults with physical disabilities and caregivers.

**RESPONSIBILITIES**

- Assess clients to determine their needs and preferences for appropriate services, informs them of available internal and external programs and services, and makes appropriate referrals. Internal Community Support Services (CSS) include: transportation to medical appointments, grocery bus, friendly visiting, handy helper program, caregiver support, LunchAbility, Telephone Assurance Program, Senior Centre Without Walls program, crisis intervention & assistance, foot care, and a directory of workers for homemaking, home maintenance, respite care, and snow removal. The CSS team also supports the City Of Ottawa SnowGo Assist program.
- Conduct home and/or telephone visits for clients as needed and keep up-to-date client records.
- Liaise with community partners to ensure effective provision of service delivery.
- Coordinate and monitor worker/volunteer matches with clients and do follow-ups.
- Assist with advocacy, recruiting and interviewing of volunteers and workers.
- Support program development, promotion & evaluation.

**QUALIFICATIONS:**

- Post-secondary education in Social Sciences;
- Previous related experience in home support services;
- Experience working with seniors and with adults with physical disabilities;
- Fluency in English and in French;
- Access to a car to travel to clients' homes in south-east Ottawa;
- Strong computer skills, experience with client database;
- Excellent attention to detail;
- Excellent telephone manner/skills.

Please forward your CV and cover letter no later than 4:00 p.m. on Friday, April 23, 2021

ATTN: Human Resources Officer

<https://seochc.bamboohr.com/jobs/view.php?id=120>

Thank you for your interest. Only candidates selected for an interview will be contacted. The Centre is committed to employment equity. SEOCHC will provide accommodation for applicants with disabilities in its recruitment process. If at any stage in the selection process you require accommodation due to disability, please let us know the nature of the required accommodation.