

Employment Opportunity

Service Planner

Senior Care

Full-Time, Permanent

Flexible work hours may include some evenings and weekends

North York Seniors Centre promote healthy aging by providing programs and services within our diverse community.

This position reports to the Supervisor, Service Access

RESPONSIBILITIES:

- Respond promptly and professionally to telephone and email inquiries from clients, workers, and referral sources, troubleshooting issues and ensuring a high standard of client-focused service.
- Use GoldCare and Trapeze to produce, monitor, and revise daily schedules that align client needs with worker availability.
- Review completed client assessments and database notes to inform appropriate scheduling decisions.
- Manage and update client and worker profiles in the database, ensuring accuracy of demographic information and availability.
- Proactively identify and resolve scheduling conflicts or changes, communicating updates clearly to all affected parties.
- Provide coverage for absent coworkers and rotate between NYSC sites as scheduled by the Supervisor to support service continuity.
- Participate in continuous quality improvement initiatives and support the Service Access Team with research and best practice development.
- Perform additional duties as assigned by the Supervisor.

QUALIFICATIONS/ SKILLS:

Education: Some Post-Secondary Education/1 year College Diploma

Experience: Experience working with older adults
Previous experience in preparing and maintaining staff schedules is considered an asset

Other: Strong administrative skills
Strong attention to detail
Strong computer skills in a Windows environment; Trapeze and Goldcare are an asset
Strong interpersonal and customer service skills
Ability to work collaboratively with staff and volunteers.
Ability to communicate effectively in English (verbal and written); other languages are an asset
Self-motivated with the ability to work independently and as part of a team.
Current CPR and Standard First Aid

PLEASE SUBMIT YOUR RESUME BY June 05, 2026, TO:

E Mail: [hiring@nyseniors.org](mailto: hiring@nyseniors.org)

Opportunity: This is a current existing position

AI Disclosure: North York Seniors Centre does not use AI to screen candidates

North York Seniors Centre is committed to providing accessible employment practices that comply with the Accessibility for Ontarians with Disabilities Act ('AODA'). Applicants need to make their request for accommodation known when contacted.

North York Seniors Centre is an equal opportunity employer. Thank you to all who expressed interest in this position.

Only those candidates selected for an interview will be contacted. No phone calls, please