



What We Do:

Children's Treatment Network (CTN) supports over 29,000 kids and youth with disabilities and other developmental needs. We provide intake, service navigation and coordinated service planning, assessment and diagnostic services, specialized clinics and rehabilitation services, including physiotherapy, occupational therapy and speech language therapy.

Funded by the Ministry of Children, Community and Social Services, CTN is an Ontario provincial government funded not-for profit organization, that offers services through contracted partners in the education, health and community sectors. Through its innovative network model, CTN's commitment to providing family-centered care is anchored by an electronic client record that is shared across its partner organizations and provides the foundation for integrated plans of care and services.

Dedicated to creating a vibrant community where all kids, youth and families belong, we have a strong commitment to equity, diversity, inclusion, Indigeneity and accessibility. With this in mind, our goal is a workforce that reflects the communities we serve. We welcome all qualified applicants to apply including individuals with disabilities, those who identify as Black, Indigenous or persons of colour, members of the LGBTQ2S+ communities and others. We are proud to be in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards Regulation. We are happy to honour accommodations at any part of the recruitment process and invite you to let us know how we can help.

What We Offer:

- Competitive compensation including optional participation in the Healthcare of Ontario Pension Plan (HOOPP) and vacation pay entitlement
- An opportunity to contribute to the work of a not-for-profit organization that provides services to kids and youth with disabilities and developmental needs and their families
- The chance to be a part of a culture with an organization that values inclusion, collaboration, responsibility, and innovation
- The opportunity to work with us to achieve CTN's strategic goals of putting people at the centre of what we do, striving for excellence, fostering a culture of accountability and stewardship to support community needs, and transformation through equitable data-driven service innovation

What You Will Do:

CTN is looking for a temporary, full-time (contract) **Team Assistant** who will be responsible for providing administrative support to CTN Intake Services team. The team assistant role will involve communicating with families and Network partners. The team assistant receives and processes client referrals and is responsible to ensure that the client's shared electronic record is opened and updated to reflect the status of the client and the services they are waiting for and/or receiving and other program specific tasks as assigned. This is an 18-month contract with a possibility of becoming permanent. The team assistant will be reporting to the Supervisor, Team Assistant Services.

Responsibilities:

The successful incumbent will be responsible for the following duties and responsibilities:

Network Responsibilities:

- Respond to general inquiries from clients and families and Network providers



Children's Treatment Network

- Screen and direct inquiries of a clinical nature to appropriate programs and services team member
- Initiate and support quality improvement by working with CTN, Network partners and other agencies to improve service to clients, families, and Network partners
- Participate in Network activities including committees, training sessions, family events and professional education sessions
- Take every reasonable precaution, always, for the protection of themselves and other workers at CTN; and report any situation related to health and safety to the supervisor

Clinical Responsibilities:

- Receive, process and track referrals to CTN as per referral maps and program processes
- Open, update and ensure information documented in the shared electronic record is current, complete, relevant, and accurate
- Send appropriate CTN correspondence to families as per referral and program process
- Engage with families, clients and providers using a solution-focused approach, to assist access to services and supports
- When appropriate, obtain Network Consent for the Sharing of Information and confirm family understanding of the consent process and the Network's Privacy and security practices
- Keep current general office administration and intake practices and programs across CTN and the Network
- Take every reasonable precaution for the protection of clients and families in regard to any potential danger to safety
- Identify potential risks to the client/family and respond appropriately
- Maintain confidentiality of all personal health information and when applicable sensitive program information
- Adhere to Privacy legislation respecting the privacy of clients and families

Administrative Responsibilities:

- Provide support to receptionist and administrative assistants as required
- Maintain file systems for both electronic and paper requirements
- Direct generally inquiries to appropriate CTN departments
- Provide excellent customer service to all internal and external customers

Other:

- Ensure legal compliance to the Employee Standards Act of Ontario, Ontario Health & Safety Act, and other regulations and best practices
- Other duties and projects as required

What We Need:

- A minimum of two-year College diploma in Office/Business Administration or Medical Administration is required
- A minimum of one (1) year of relevant office administrative experience in healthcare or social services environment is required
- Demonstrate professionalism with respect to confidentiality, good judgement, discretion, and accountability

- Ability to manage multiple priorities while maintaining strong attention to detail in high-pressure fast paced environments
- Excellent inter-personal skills including strong oral and written communication
- Advanced skills with Microsoft Office Suite and electronic medical records
- Ability to work flexible hours in support of requirements that may fall outside of the typical work hour framework
- Knowledge of the children's service systems in Simcoe County and York Region considered an asset
- Lived experience as a person with a disability or a caregiver of a child with a disability and/or developmental needs is considered an asset
- Ability to communicate in French or other languages considered an asset
- Experience with and understanding of various cultures and cultural communities including Francophone, First Nations, Métis and Inuit (FNMI) communities considered an asset
- Certified First Aid considered an asset
- Demonstrated commitment to a safe environment for staff, clients and families by working in compliance with the Occupational Health & Safety Act and related policies

Selected Successful Candidate Will Be Required To:

- Produce a clear police record check with a vulnerable sector check prior to start of employment
- Be able to travel to assigned office, between CTN sites and/or other locations as required
- Maintain the ability to work effectively in a temporary hybrid environment and have access to appropriate internet capacity
- Any candidate being considered for employment at Children's Treatment Network ("CTN") must be able to provide supporting documentation to confirm their eligibility to legally work within Canada. Proof of eligibility includes but is not limited to a social insurance number (SIN), Canadian birth certificate, passport, citizenship certificate, permanent residence card, open work permit, or valid receipt from Immigration Canada of an application for a post-graduate work permit.

Office Location:

Richmond Hill or Barrie

Starting Salary: \$49,558

Salary Range: \$49,558 - \$55,064

CTN's total rewards package includes competitive compensation, optional participation in the Healthcare of Ontario Pension Plan (HOOPP), vacation pay entitlement, and the opportunity for hybrid work.

To Apply:

1. Submit your resume to careers@ctnsy.ca
2. Quote Job ID # JA-003 in the subject line of email

Applications are accepted from January 12 – January 23, 2024.

Thank you for your interest in this opportunity!