



A Unique Opportunity to Advance Integrated Health Care in Niagara

Client Coordinator, Urgent Service Access Team

Join Quest Community Health Centre, in partnership with the Canadian Mental Health Association-Niagara, Community Addiction Services Niagara, and the Niagara Health System as we develop and implement Niagara's first Urgent Service Access Team (USAT), a mobile outreach team focusing on providing primary health care for individuals who are reliant on the emergency department for their care who experience mental health, addiction, or concurrent disorder as well as individuals who experience opioid dependency issues (current or within the last 12 months).

USAT presents a unique Niagara based opportunity to work with hospitals, community based agencies, and Opioid treatment programs to ensure smooth transitions, continuity of care and firm client engagement, together with faster access to services and reduced overall health care costs. In collaboration with community partners, we will provide short term stabilization, and help link clients to longer-term supports.

The ideal candidate will maximize connections and use of existing community resources by acting as a catalyst who, together with community stakeholders, will facilitate the development and implementation of creative and efficient strategies to maximize health outcomes for our clients.

The position plays a vital role in supporting the USAT team, ensuring effective coordination of client care, including linking clients to resources. The Client Coordinator also provides administrative support by performing duties such as greeting clients, scheduling appointments/tests, drafting correspondence/referrals and maintaining electronic charts and files. In order to succeed in this position, the qualified candidates must have excellent interpersonal and communication skills, be an effective organizer and have the ability to establish their own priorities to ensure that all deadlines are met and that work flows efficiently.

Your qualifications include 2-4 years of related experience in a community based health care setting and completion of a Medical Secretary Certificate program. Experience working in the field of concurrent disorders and addictions is an asset.

This position is mobile and involves working with clients in a variety of settings. The hours of work for this full time position are afternoons and evenings.

If you enjoy being part of a team environment, and share our passion for providing a particularly innovative model of health care, send your cover letter and resume to tschroeder@questchc.ca. **Please include "Client Coordinator" and your name in the subject line of your email.**