



POSITION:

**Community Support Services
[CSS] Coordinator**

SALARY:

**\$34.43 - \$41.83 CDN per hour
[Band 5]**

EFFECTIVE:

Immediately

JOB TYPE

This is a non-union, permanent full-time [35 hours per week] position.

SUBMISSION:

Qualified candidates are invited to submit their cover letter and resume, in confidence, via email to: HR@cassellholme.on.ca to the attention of Tiffany Chapman, HR Coordinator by 4:00 p.m. on October 21, 2026.

POSTING DETAILS:

There are four [4] pages in this job description.

We are looking to interview and fill this position as soon as possible.

POSITION SUMMARY:

Reporting to the Manager of Community Support Services [CSS], the CSS Coordinator is responsible for the day-to-day coordination of CSS programs, including Caregiver Respite, Home Help/Homemaking, Home Maintenance and Assisted Living. The Coordinator supports client assessment and service planning, staff scheduling and assignments, quality improvement, documentation, and communication with employees, clients, families and community partners. The position provides day-to-day operational direction to staff and may assume designated responsibilities of the Manager during periods of absence.

Established in 1924, Cassellholme has built a tradition of excellence in seniors' care. We have created a home environment that is sensitive to the needs and personality of each Resident. Our 240-bed Long-Term Care facility also provides home care and assisted living services in the District of East Nipissing. With more than 350 dedicated staff, Cassellholme is one of the largest employers in North Bay.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

As part of our dynamic team, the CSS Coordinator contributes in the following ways:

- ▶ Coordinate client intake, assessment, service planning, implementation, review and evaluation for CSS programs.
- ▶ Develop, maintain and continuously update master staff schedules and client assignments within AlayaCare, ensuring service continuity and operational efficiency.
- ▶ Coordinate daily scheduling activities, including responding to last-minute absences, call-ins, client service changes, staffing shortages and emergency coverage requirements.
- ▶ Manage staff and client preferences while balancing service consistency, operational needs, seniority provisions and collective agreement requirements.
- ▶ Schedule staff in accordance with applicable collective agreement provisions, established scheduling practices and organizational policies.
- ▶ Ensure client visits and assignments are distributed fairly and effectively while maintaining continuity of care and service expectations.
- ▶ Maintain and update staff call-in lists, rotation schedules and master hour tracking documentation.
- ▶ Complete timekeeping functions and payroll-related scheduling reports as required within established deadlines.
- ▶ Generate and analyze AlayaCare reports related to payroll, staffing, scheduling, client services and operational planning.
- ▶ Review and update departmental policies and procedures in collaboration with the CSS Manager.
- ▶ Assist the Manager with operational, administrative, and special projects as assigned.
- ▶ Complete monthly client chart audits and follow up on identified documentation concerns.
- ▶ Manage the day-to-day operations of the CSS office in the absence of the Coordinator Assistant.
- ▶ Prepare correspondence, reports, statistics, and other administrative documents as required.
- ▶ Participate in departmental meetings and quality improvement initiatives.
- ▶ Maintain confidentiality of employee, client, and organizational information at all times.
- ▶ Prepare or contribute to program reports, statistics, work plans, correspondence and other documentation as required.
- ▶ Assist the Manager with recruitment activities, including interviews, as assigned.
- ▶ Participate in employee orientation and onboarding activities as required.
- ▶ Take meeting minutes or maintain records of meetings where appropriate.

QUALIFICATIONS:

- ▶ Post-secondary education in health care, community services, social services, business administration, or a related field.
- ▶ Minimum two [2] years' experience in a health care, community care, or related service environment.
- ▶ Experience working in a unionized environment is considered an asset.
- ▶ Demonstrated experience coordinating and scheduling staff in a complex operational environment.
- ▶ Experience using electronic scheduling systems and client management software.
- ▶ Experience with payroll support, timekeeping processes, and administrative reporting is considered an asset.

SKILLS AND ABILITIES:

- ▶ Demonstrated knowledge of aging, quality improvement and community programs.
- ▶ Strong attention to detail and ability to collect, document, and communicate information accurately.
- ▶ Excellent communication and interpersonal skills, with the ability to provide support and education to staff in a respectful and collaborative manner.
- ▶ Demonstrated ability to work independently while contributing effectively within a team environment.
- ▶ Strong attention to detail and accuracy in reporting, scheduling, and documentation.
- ▶ Advanced proficiency in Microsoft Office applications, with strong Microsoft Excel skills and the ability to develop, maintain, and update spreadsheets and reports.
- ▶ Proficient in the use of computerized scheduling and client management software, specifically AlayaCare.
- ▶ Knowledge of policy review, development, implementation, and compliance practices.
- ▶ Proven effective time management and priority-setting abilities.

WHY JOIN CASSELLHOLME?

In addition to a rewarding career, there are many great benefits to working at Cassellholme, including::

- ▶ Competitive salary and annual progression opportunities
- ▶ Membership in the Ontario Municipal Employees Retirement System [OMERS]
- ▶ Comprehensive health, dental, and vision benefits
- ▶ Employer-paid life insurance and long-term disability coverage
- ▶ Paid vacation and sick leave
- ▶ Employee and Family Assistance Program [EFAP]
- ▶ Professional development and learning opportunities
- ▶ Employee recognition and service award programs
- ▶ Free on-site parking
- ▶ A supportive, collaborative, and respectful workplace culture

CASSELLHOLME'S COMMITMENT TO YOU

Cassellholme is an equal opportunity employer and is committed to fostering an inclusive, diverse, and respectful workplace. Cassellholme is committed to providing accommodation for applicants with disabilities throughout the recruitment process in accordance with the Accessibility for Ontarians with Disabilities Act [AODA] and the Ontario Human Rights Code. Applicants requiring accommodation are encouraged to contact Human Resources.

Artificial intelligence is not currently used in the screening, assessment, or selection of applicants for this position.

*Qualified candidates are invited to forward their resume and cover letter,
in confidence, via email to: HR@cassellholme.on.ca*

*All applications are to be submitted to the attention of Tiffany Chapman, HR Coordinator
with a cover letter by 4:00 p.m. on October 21, 2026.*

*We sincerely thank all candidates for their interest.
Only those selected for an interview will be contacted.*