

Part Time Resident Services Coordinator

Who We Are

For over 100 years, The Elliott Community has had the privilege of providing care to citizens of Guelph and surrounding area. The Elliott offers a range of services to tailor care for each resident at every stage of life, including Long Term Care, Retirement, Life Lease and Respite Care. As a not for profit, charitable organization, we are dedicated to providing the highest quality of life for our residents, The Elliott has a unique philosophy formed on family values.

The Opportunity

As the Resident Services Coordinator, you will play a key role in delivering our promise to the seniors who choose to live with us. You will be the first point of contact for many of our new residents, families, and visitors who are interested in making the Elliott Community their home.

Your ability to do meaningful work, build rapport and create long-term relationships with prospective residents will ensure we achieve our goal of creating and maintaining a robust and caring community. Working closely with the Residents Services Supervisor, you will be responsible for planning and hosting tours and special events and activities related to programs and campaigns undertaken by the organization.

Responsibilities and Duties

- Provide tours of our home and manage inquiries related to our living options.
- Manage telephone inquiries and convert to personal visit bookings where appropriate.
- Maintain follow up with multiple prospects while generating new leads. Maintain lead database.
- Develop social media and general communications.
- Track marketing activity and analyze data to identify trends specific to the community and residence.
- Responsible for ensuring data regarding stakeholders and events is current and accurate, including all data entry and information updates and other administrative tasks related to the role.
- Participate in the development, promotion, and implementation of marketing plans and events.

The Ideal Candidate

- Post-Secondary experience and 2+ years' experience working with seniors: previous experience working in the context of a Long-Term Care or Retirement Home.
- Possesses superior time management and organizational skills with the ability to effectively multi-task. Critical thinker and problem solving skills.
- Empathetic and caring interpersonal and customer service skills with excellent communication.
- Ability to learn in-house computer programs and technology: Microsoft Office and CRM system.
- Have strong administrative and computer skills.
- Vulnerable Sector Search Criminal Record check.
- Must maintain an up to date immunization record including COVID-19 vaccination series, annual influenza and TB screening.

What We Offer

- This is a permanent part time opportunity, 40 hours biweekly, including some weekends and Public Holidays, as required.
- A competitive compensation package including shift premiums for evenings, nights and weekends, with participation in the OMERS pension plan and extended health and dental benefits for qualifying staff.
- A flexible work environment and an opportunity to collaborate with goal oriented professionals and make meaningful contributions in the lives of our residents.
- 2023 Starting Wage
\$22.53

How to Apply

If you thrive in a value based, performance driven environment and enjoy a challenge, please send your resume to humanresources@elliottcommunity.org

In support of persons with disabilities, The Elliott Community asks that job applicants with disabilities who require accommodation in the recruitment and selection process, please advise Human Resources if contacted for an interview so that a suitable accommodation can be arranged. (In compliance with AODA, 2006, Integrated Accessibility Standards 2011, Employment Standards). If you require assistance in completing a job application due to a disability please contact Human Resources directly. Information collected during this process will be used for recruitment purposes only.

As a health care institution, our highest priority is the safety of residents, staff and families. As a result, we are adopting all prevention measures to ensure the safety of our residents, staff and families. Therefore, any offer of employment is conditional upon you submitting proof that you have been fully vaccinated with a Health Canada or World Health Organization (WHO) approved COVID-19 vaccination as soon as possible and no later than fourteen (14) calendar days prior to the effective start date, in addition to maintaining your fully vaccinated status on an ongoing basis, subject to any accommodation required by applicable human rights legislation. If a candidate fails to satisfy this condition (or any other condition(s) set out in an offer), any offer of employment shall be immediately rescinded.