

## Client Service Facilitator

Full-Time (35 hours/week), \$23.40 - \$28.53/hour

George Jeffrey Children's Centre is currently seeking a personable and professional individual to fill the role of Client Service Facilitator. The Client Service Facilitator is an integral member of the Client Services Team with responsibility for establishing a professional first contact with clients waiting to access occupational therapy, physiotherapy, speech-language pathology services and/or the Smart Start Hub.

### Responsibilities:

- Schedule and complete intakes with clients via telephone, virtually or in person
- Conduct initial assessment of completed intakes
- Coordinate services through the Smart Start Hub to support the early identification of children's and families' strengths, goals and needs
- Recognize gaps in child development and identify priority children
- Waitlist management including assignment of clients and monitoring wait times
- Provide referral services for children and youth
- Support special clinics
- Support parent education sessions
- Actively participate in team meetings

### To be considered for this position, candidates should meet the following criteria:

- Minimum two (2)-year diploma in a human services field
- Knowledge of community agencies and resources
- Excellent communication and organization skills
- Understanding of age-appropriate developmental milestones
- Valid Ontario Driver's License and access to a personal vehicle
- Experience using the Microsoft Office suite of programs and the ability to learn new software
- Experience working with children with disabilities is an asset

Knowledge and experience working with Indigenous peoples and communities is considered an asset. Bilingualism English/French is considered an asset.

Passion for providing the best possible standard of care, understanding of paediatric rehabilitation services, and exceptional people skills are key to being successful in this role. We encourage applications from qualified candidates, who share our vision for a future with empowered and inspired children, youth and families. Please submit resume with covering letter by **March 11, 2026** to:



Human Resources  
George Jeffrey Children's Centre  
200 Brock Street East  
Thunder Bay, ON P7E 0A2  
Email: [hr@georgejeffrey.com](mailto:hr@georgejeffrey.com)

*George Jeffrey Children's Centre follows the principles of dignity, independence, integration and equal opportunity. If you have accessibility or other requirements that need to be considered during the recruitment process, please let us know.*