

Client Services Coordinator

North Timiskaming · Kirkland Lake, Ontario

Registered Practical Nurse · Permanent, full-time · **Apply by Friday, October 9, 2026**

Every day across North Timiskaming, people who might otherwise be in long-term care are instead at home — in their own kitchen, in their own town — because someone built a care plan around them and made sure it held. At Timiskaming Home Support, that someone is the Client Services Coordinator.

We are hiring a Registered Practical Nurse to take on this role for the north of our district, based in Kirkland Lake. You will assess clients in their homes, coordinate the services that let them stay there, and guide the Personal Support Workers and Home Help Workers who deliver that care. It is nursing judgment, team leadership and community connection in one job — and it is yours to shape.

The role at a glance

Position	Client Services Coordinator (Registered Practical Nurse)
Region	North Timiskaming — based at our Kirkland Lake office, with home visits across the region
Status	Permanent, full-time — 37.5 hours per week , plus a shared on-call rotation
Compensation	\$56,342.34 – \$65,912.58 per year , plus extended health, dental and vision benefits and a pension plan
Reports to	Client Services Manager
Start date	As soon as possible after selection
Closing date	Friday, October 9, 2026 — applications are reviewed as they arrive

What you will do

Assess and coordinate care

- Meet clients where they live: assess their needs in the home, then arrange and coordinate services that reflect each person's needs, preferences and goals.
- Review service plans with clients and families at regular intervals and adjust them as needs change.
- Connect people to the right help — refer to partner agencies when appropriate and follow up to make sure the placement worked.
- Receive and resolve service complaints promptly, document them, and flag trends to the Client Service Manager so the whole program gets better.

Lead the frontline team

- Supervise the day-to-day service delivery and quality of the Personal Support Workers and Home Help Workers in your region, together with the Team Leads, under our dual-oversight model — you and the Team Leads oversee service delivery and quality; the Human Resources Manager looks after hiring, entitlements, conduct and policy compliance.
- Teach special functions to Personal Support Workers and coach them on service-delivery practice.
- Help orient new frontline staff on the service-delivery side of their work.

- Identify and report performance, conduct or compliance concerns to the Client Services Manager and the Human Resources Manager.

Keep the records that keep clients served

- Maintain current, complete and confidential client files and accurate activity data in AlayaCare, our client-information system.
- Deliver home support services in line with established policies and procedures.
- Keep an up-to-date list of service providers and community contacts.
- Provide the activity and service data behind our units-of-service and funder reporting.

Plan, collaborate and be there when it counts

- Assist the Client Service Manager with the general planning of services and programs.
- Liaise with other support services and agencies in the region, and work with the other Coordinators, Team Leads and Service Planners on scheduling and coverage.
- Take your turn on the on-call rotation.
- Contribute to continuous quality improvement — surveys, audits and our journey to CARF accreditation.

What a typical week looks like

About three-quarters of your time is spent with clients in their homes across North Timiskaming, about a fifth in the Kirkland Lake office, and the rest on the road between the two. You will take your turn on call, and some weeks run longer than others. Home visits mean pets, dust and the occasional hard conversation with someone who is frightened or upset; we expect you to handle those moments with skill and compassion, and we will back you when you do.

What you bring

Required

- Registered Practical Nurse, with current registration in good standing with the College of Nurses of Ontario.
- Strong knowledge of community health services and programs.
- Experience with program evaluation and outcome measurement.
- Excellent interpersonal, communication and organizational skills, and the ability to communicate effectively in English.
- Sound judgment, a problem-solver's instincts, and the ability to work with minimal supervision.
- Strong computer skills, including client-management and documentation software.
- A valid driver's licence and access to a reliable vehicle (mileage is reimbursed).
- A satisfactory Criminal Record Check with Vulnerable Sector Screening before your start date.

Assets

- French language skills. THS is a designated agency under the French Language Services Act and serves clients in both official languages.
- Previous supervisory or leadership experience.
- Community involvement — you know North Timiskaming, its people and its agencies.

We will be looking for the core competencies in the THS Competency Framework: accountability, adaptability, communication, leadership, planning and organizing, problem solving, service orientation

and teamwork. **If you hold your CNO registration and meet most of the rest, please apply — we would love to hear from you!**

What we offer

- **Compensation of \$56,342.34 – 65,912.58.**
- Extended health, dental and vision benefits.
- A pension plan - **Canada Life.**
- Paid vacation and paid sick time.
- Mileage reimbursement for work travel.
- Training and professional development to keep your practice current and grow your leadership skills.
- A close, experienced team — you will work directly with the Client Service Manager and alongside the other Coordinators across the district.
- Real influence — we are preparing for our first CARF accreditation and building our outcome-measurement framework, so you will help decide how care is delivered and measured, not just follow a manual.
- Work in the community you live in — a short commute, lakes and trails at the end of the street, housing costs well below the provincial average, and neighbours who know your name.

About Timiskaming Home Support

Timiskaming Home Support / Soutien à domicile is a bilingual, not-for-profit community support agency serving seniors and adults with physical disabilities across the District of Timiskaming, from offices in Kirkland Lake, Englehart, New Liskeard and Haileybury. Our vision — Living at home: your choice, our goal — runs through everything we do, from personal support, home help and Meals on Wheels to assisted living, adult day programs, transportation and post-stroke transitional care, and our services are built to be accessible, quality-driven and innovative. We are a member of the Ontario Health Team Timiskaming, a designated agency under the French Language Services Act, and we are preparing for our first CARF accreditation.

How to apply

Send your résumé and a cover letter to hr@homesupportservices.ca with “**Client Services Coordinator — North Timiskaming**” in the subject line by **Friday, October 9, 2026**. Applications are welcome in English or French. We review applications as they arrive and may begin interviews before the closing date, so apply early.

What happens next. We will acknowledge every application. Everyone we interview will hear our decision within 45 days of their final interview. The complete job description is available on request; this posting is a general overview, and THS may modify the duties or requirements of the position as needed.

Good to know

- **Existing vacancy.** This posting is for an existing vacancy.
- **No AI screening.** THS does not use artificial intelligence to screen, assess or select applicants. Every application is read by a person.

- **Accommodation.** THS is committed to a barrier-free recruitment process. If you need an accommodation at any stage — application, interview or selection — contact Human Resources at hr@homesupportservices.ca or 1-877-318-9678.
- **Equity and respect.** THS is committed to fair and equitable recruitment and welcomes applications from everyone, including Indigenous people, members of racialized communities, persons with disabilities, 2SLGBTQI+ people, and people of all religions and ethnic backgrounds. We foster a respectful workplace free from violence and harassment.