



JOB POSTING

Admissions Coordinator and Family Liaison

Ivan Franko Homes – Seniors' Residence is seeking an Admissions Coordinator and Family Liaison to manage the admission process for new residents and support families throughout their journey with us. Reporting to the Director of Operations/Administrator, this role is essential in creating a welcoming environment for residents and maintaining strong communication with their families.

Department: Administration

Position: Admissions Coordinator & Family Liaison

Status: Permanent / Full-Time

Location: Mississauga, Ontario

Date Posted: October 06, 2025

Major Responsibilities

Resident Admission:

- Oversee the admission process, ensuring compliance and a positive experience
- Collect and maintain accurate resident documentation (paper and electronic)
- Communicate admission details across teams for timely decisions
- Collaborate effectively with interdisciplinary teams to assess new applications
- Prepare occupancy/family outreach reports and updates for the Director of Operations/Administrator
- Recommend process improvements to enhance admissions and teamwork

Resident and Family Support:

- Serve as the main liaison for residents and families throughout the admission process
- Communicate with caregivers and decision-makers to confirm details and provide documents
- Support families through the transition, offering information and guidance
- Maintain ongoing communication to address concerns and ensure smooth integration
- Provide administrative support to Family and Resident Councils while maintaining confidentiality
- Foster open communication between families, residents, councils, and management

**Qualifications:**

- Minimum of two (2) years of experience in healthcare, social services, or a related field
- Post-secondary degree required, preferably in Social Work or Social Services
- Fluency in English and Ukrainian (written and verbal), additional languages are an asset
- Strong organizational, interpersonal, and time management skills
- Proficiency in MS Office (Word, PowerPoint, Excel), including Adobe
- Ability to work independently and collaboratively in a team environment
- Professionalism in handling sensitive and confidential information
- Valid Vulnerable Sector Check and proof of tuberculosis (TB) vaccination
- Must be willing to work flexible hours, including evenings and weekends, to accommodate meetings and community involvement

WHY JOIN US?

Ivan Franko Homes has been providing high-quality housing and long-term care for over 60 years. We are committed to excellence, dignity, and fostering strong partnerships with residents and families.

HOW TO APPLY:

Send your resume and cover letter to hr@ivanfrankohomes.com. We welcome applications from all qualified candidates. Please note that only those selected for an interview will be contacted.

INCLUSION AND EQUAL OPPORTUNITY EMPLOYMENT

Ivan Franko Homes is an equal opportunity employer committed to diversity and inclusion. We are committed to building and maintaining collaborative, caring, and positive work environments so that our employees bring their whole selves to work every day. We encourage all qualified applicants to apply without regard to race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status or disability. We recognize that equitable access to employment is an agent of social change.

Ivan Franko Homes is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require code-protected accommodation at any stage of the recruitment process, please let us know and we will work with you to ensure your needs are met.