



CLIENT DIRECTOR – PART-TIME (Up to 20 hours/week) – Toronto & GTA

Are you an energetic and strategic problem solver who enjoys working with older adults? Do you have professional “people care” experience from business, education, health care or other fields? Do you have experience with complex case management in the legal or insurance sectors? If this sounds like you, join our team in a high impact role as a Client Director.

ABOUT SILVER SHERPA INC.

[Silver Sherpa Inc.](#) is a professional services company delivering confidential planning and coordination services for [older people in transition](#). Services are focused in two key areas: Smart Ageing and Elder Management.

Our [Smart Ageing Program](#) includes auditing your current lifestyle and making recommendations to address needs or services that may be required now or in the future.

Elder Management is a term we have coined that references an all-encompassing, proactive approach to your life, health, and well-being. It includes [comprehensive planning and coordination services](#) across various sectors as well as [crisis management services](#) to assist older people and special needs families in making major life changes.

Life transitions can be complex, requiring solutions that integrate thoughtful, customized health and personal care solutions as well as financial and legal preparedness.

We are trusted advisors and co-pilots helping people create their own path and simplify important life decisions in three easy steps: PLAN, NAVIGATE and CONNECT. We are unique in the extent of expertise and value we offer our clients.

The Corporate office is located in Oakville, Ontario, although we are a virtual company rapidly expanding across Canada. The area of focus for this role is Toronto and the Greater Toronto Area (GTA).

REQUIRED SKILLS AND COMPETENCIES

- 15+ years of professional experience with a documented history of success involving client management within complex, multi-stakeholder environments.
- Exceptional project management skills including the ability to quickly prioritize competing tasks, deliver action plans and modify as necessary.
- Strong client-centric focus, verbal and written communication, and presentation skills.
- Demonstrated ability to assess and respond to complex, sensitive situations with diplomatic acuity.
- Ability to facilitate and negotiate win-win outcomes on behalf of client family members as an independent, neutral party.
- Ability to work collaboratively in complex, fast-paced situations with clients, co-workers, and management.
- Proven ability to navigate at least one area of health care, housing, legal, and/or financial services in complex needs situations.

PREFERRED SKILLS AND EXPERIENCE

- Senior industry experience in health care, legal or insurance sectors is an asset.
- Experience in managing or coordinating specialized solutions for complex client situations.
- Proficient computer use (i.e., MS Office, Excel) and ability to quickly learn use of new platforms.

EDUCATIONAL REQUIREMENTS

- Bachelor's degree preferred.
- Professional designation in healthcare, legal, or financial services considered an asset

WHAT DOES A CLIENT DIRECTOR DO?

Silver Sherpa clients are matched with a dedicated Client Director, who remains the main point of contact throughout the client's service journey. As a Client

Director, you are responsible for developing a trusted relationship with clients, their families, and other support professionals. Using Silver Sherpa's proprietary assessment tools, you create a fully customized Personalized Living Plan™ designed to empower your clients to live life to their fullest. Key tasks include assessment of needs, identification of gaps in quality of life, making pragmatic recommendations and costing out options in support of the Plan. You will navigate through relevant services (health care, financial, legal preparedness, etc.), connect clients with the right information and the right professionals at the right time, and ultimately bring the Plan to life through coordinating these resources and services.

As a key Silver Sherpa team member, you are a self-starter with excellent organizational and project management skills, including attention to detail. You can comfortably commit to a part-time role providing up to 20 work hours per week and enjoy the flexibility of working virtually. You are caring, compassionate, and client-focused with a genuine desire to make a difference in client's lives. Occasional evening or weekend may be required.

CONTACT US

Please email applications to careers@silversherpa.net. Visit www.silversherpa.net for more information on our organization. We want to thank all applicants for their interest and effort in applying for this position. Only candidates selected for interviews will be contacted.