



Goldcare Administrator Role Profile

We Build Futures.



For more than four decades, Dale Brain Injury Services (DBIS) has been a trusted leader in community-based rehabilitation, supporting individuals and families living with the effects of acquired brain injury throughout Southwestern Ontario.

Recognized for its person-centred approach and commitment to evidence-based practice, DBIS delivers services that help people maximize independence, build meaningful connections, and participate fully in their communities.

Serving communities across London, Middlesex, Elgin, Oxford, Huron, Perth, Grey and Bruce Counties, DBIS offers a continuum of high-quality supports designed to meet clients where they are and help them achieve their goals.

Through Assisted Living, Community Transitional Services, Group Services, Respite Programs, and consultation services, the organization works collaboratively with clients, families, funders, and community partners to create pathways to greater independence and well-being.

At the heart of every decision is a commitment to providing services that are accessible, responsive, and grounded in evidence. The organization continually seeks new ways to improve outcomes, strengthen service delivery, and enhance the experience of clients, families, employees, and partners.

DBIS is also committed to fostering an inclusive and equitable workplace where employees feel valued, supported, and empowered to contribute. Diversity of experience, perspective, and background is recognized as a strength that enriches both the workplace and the communities served.



About the Role

Technology supports great care, but only when it is designed around the people who use it.

Dale Brain Injury Services is seeking a collaborative, curious, and service-oriented GoldCare Administrator to help optimize how information, workflows, and technology support the delivery of community-based services. Reporting to the Director of Human Resources & Information Systems, this highly visible role serves as the organization's primary resource for GoldCare administration, user support, training, reporting, and ongoing system development.

This is not a traditional IT systems administrator position. While technical aptitude is important, success in this role depends equally on understanding how community-based healthcare and support services operate.

You will work closely with leaders, frontline employees, schedulers, clinicians, and external partners to ensure GoldCare effectively supports client care, staff scheduling, documentation, reporting, compliance, and organizational decision-making.

Our ideal candidate understands both the systems and the service environment. The successful candidate will combine strong analytical skills with a passion for helping others. They will enjoy solving problems, teaching technology to users with varying levels of confidence, identifying opportunities for improvement, and translating operational needs into practical system solutions.

Core Responsibilities

GoldCare Administration & Optimization

Serve as the organization's subject matter expert for GoldCare, ensuring the system effectively supports client records, assessments, staff scheduling, timekeeping, billing, and reporting functions. Continuously assess workflows and identify opportunities to improve efficiency, accuracy, and user experience. Act as back up resource on essential functions in Goldcare that are typically performed by others.

Training, Education & User Support

Develop user resources, deliver training programs, and provide ongoing support to employees across the organization. Help staff build confidence and capability while promoting best practices for documentation, system use, and data management.

Reporting & Business Intelligence

Develop custom reports and meaningful data outputs that support operational decision making, compliance requirements, and organizational performance monitoring. Translate complex information into practical insights for users and leaders.

About the Role

Systems Development & Process Improvement

Partner with internal stakeholders and external vendors to design, implement, and enhance workflows, forms, reports, and system functionality. Support the organization's ongoing transition from manual processes to more streamlined digital solutions.

Information Security & Systems Support

Support organizational information systems by maintaining user access controls, promoting privacy compliance, assisting with infrastructure needs, and helping ensure technology systems remain secure, reliable, and effective. Providing basic network administration support.

Education, Qualifications & Experience

Qualifications & Experience

- Degree or diploma in a relevant discipline such as information systems, health informatics, health administration, business administration or community and social services.
- Approximately three years of related experience, although aptitude, learning agility, and transferable experience will be considered.
- Experience with database administration, reporting, or business systems.
- Experience in community healthcare, rehabilitation, human services, or a comparable sector would be considered an asset.
- Valid G-class driver's licence.

A note about Education and Experience:

We recognize that there is no single educational pathway into this role. The successful candidate may come from a healthcare, community services, business, information systems, or health informatics background. What matters most is your ability to understand how people, processes, and technology come together to support exceptional service delivery.

You likely possess:

- A diploma or degree in a relevant discipline such as Health Informatics, Health Administration, Business Administration, Information Systems, Human Services, Rehabilitation Sciences, Social Services, or a related field.
- Experience supporting, administering, or optimizing database-driven business systems.
- An understanding of client records, scheduling, reporting, and information management within a healthcare, rehabilitation, community service, or human services environment.
- A passion for helping others leverage technology to work more effectively and efficiently.

The Qualities That Matter Most

The ideal candidate will bring a unique combination of technical aptitude, operational understanding, and relationship-building skills.

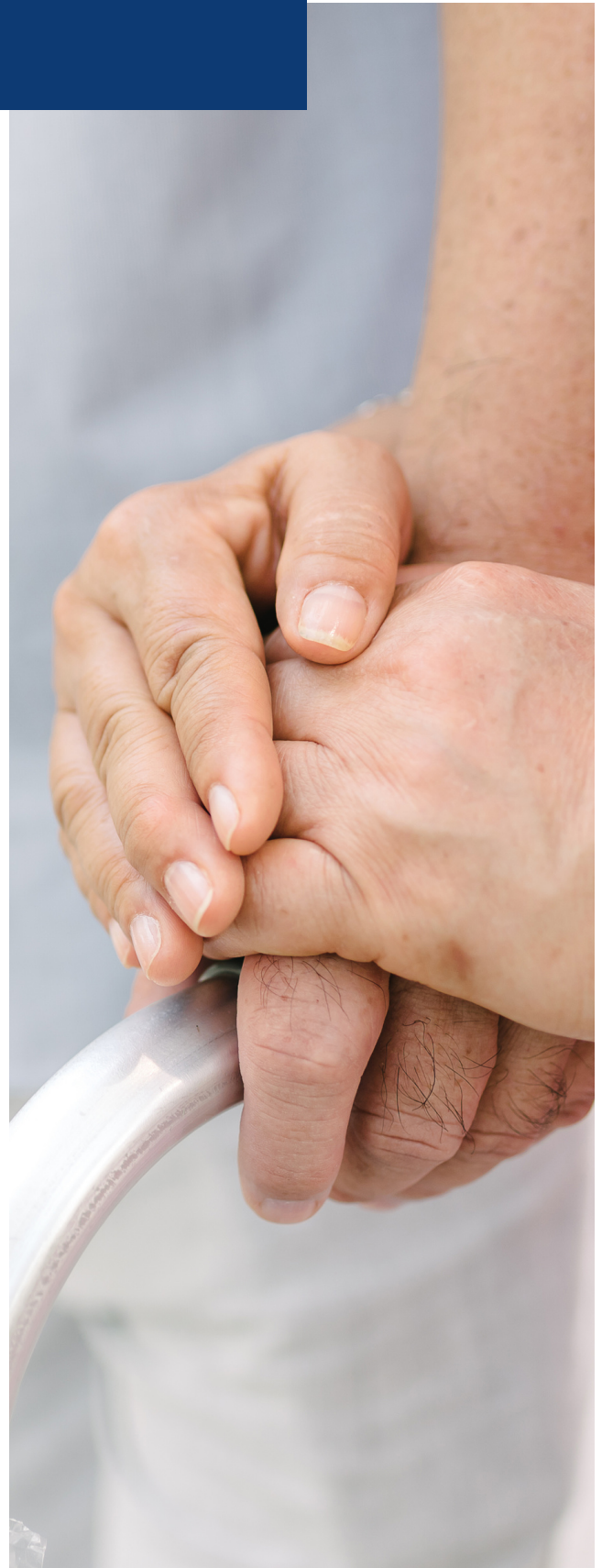
Community Care Knowledge: You understand the realities of community-based healthcare, rehabilitation, developmental services, home care, or other human service environments. You appreciate the importance of accurate documentation, privacy, client records, scheduling, and regulatory compliance.

Systems & Database Expertise: You are comfortable learning and administering database-driven systems and can translate user needs into practical solutions. Previous experience with GoldCare would be an asset, though experience with comparable healthcare or human services platforms may also be valuable.

Business Analysis & Process Improvement: You naturally look beyond individual issues to identify patterns, opportunities, and solutions. You can evaluate workflows, understand organizational needs, and leverage technology to improve efficiency and service delivery.

Training & Communication Skills: You enjoy helping others succeed. Whether providing one-on-one support, facilitating training sessions, or documenting procedures, you communicate clearly, patiently, and effectively.

Relationship Building: You build credibility and trust with frontline employees, leaders, external vendors, and community partners, working collaboratively to solve problems and achieve shared goals.





What This Role Offers

Base Salary Range:
\$72,800 to \$83,2000

Flexible based on experience & qualifications

Comprehensive benefits package, including:

- Medical and dental coverage
- Life insurance
- Short-and long-term disability
- Group RRSP (up to 3% match)
- Employee Assistance Program (EAP)

Annual paid vacation.

Flexible hybrid work environment with a combination of onsite and remote work.

Ongoing learning and development opportunities.

Mileage reimbursement and employee discount programs.



Could this be the role where your experience and purpose align?

If you are interested in learning more about this opportunity, we welcome your inquiry. If you feel ready to apply, please submit a cover letter and resume as one combined document to recruiting@ahria.ca

Dale Brain Injury Services is committed to building and fostering an environment where our team feels included, valued, and heard. We believe that a strong commitment to diversity, equity, and inclusions enables us to make the world better for everyone. We welcome applications from Black, Indigenous, people of colour, racialized persons, people living with disability, 2SLGBTQ+ persons, and/or people with intersectional identifies. We provide equal employment opportunity for all applicants, where the rights of all individuals and groups are protected. Accommodations are available upon request throughout all stages of the recruitment and selection process. We welcome applications from individuals of all backgrounds and experiences and are committed to ensuring an inclusive employment experience for all.

AI use: Ahria's recruitment processes are human-led. We may use AI-assisted platform features to support candidate sourcing; however, all screening, interview, and hiring decisions are made by people using informed professional judgment. We are committed to the responsible use of technology and to reviewing our practices to ensure ethical and compliant recruitment.

We look forward to learning more about how your experience, interests, and aspirations align with this opportunity. Every application is carefully reviewed, and all candidates can expect a professional, respectful, and personalized recruitment experience.

Prepared by:

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