

Seniors' and Caregivers Case Manager

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families and groups in the community to gain greater control over their lives and community.

The Seniors' and Caregivers Case Manager serves as the point of access for all Older Adult Centre (OAC) programs through intake, assessment and referral. The Case Manager provides support, information, referral and case management, and to advocate with/on behalf of older adults, persons with disabilities or their caregivers, who are suffering from social isolation or poverty by virtue of being, frail, and/or vulnerable. The Case Manager also implements community development and education programs on issues affecting seniors, and their caregivers.

Responsibilities:

- Conducting needs assessments for OAC program participants, developing individual care plans with participants, assisting in the delivery of the care plan and coordination of appropriate interventions;
- Providing information and referral, short term support and crisis intervention;
- Managing and monitoring of client caseload;
- Maintaining up-to-date case management files, including accurate assessments, care plans and progress notes;
- Leading and facilitating support groups and workshops;
- Assisting in the development and delivery of outreach strategies for seniors in the community, participating on community based networks addressing seniors' and caregiver's issues; establishing joint programs and information materials; advocating with and on behalf of the client group;
- Compiling statistics, records and other documentation as required; gathering anecdotal information for reports and proposals, assisting with report and grant proposal preparation where necessary, preparing educational materials;
- Participating as a team member of the program, training/orienting staff, students and volunteers;
- Assisting with program planning initiatives, the on-going evaluation, development and maintenance of all aspects of the program, on in-House committees, retreats, House-wide events, joint initiatives between programs and other activities as required;
- Providing other related assistance as required.

Qualifications:

- Demonstrable skill in client assessment, case management, crisis management, service planning and co-ordination, as attained through a University degree (e.g. BSW), college diploma (SSW) or equivalent education;
- Active membership in the College of Social Workers (or in process of acquiring membership) is required;

External Job Posting

- Minimum 2 years experience in direct service delivery to seniors and individuals with disabilities and those who are frail, vulnerable or suffering from mental health issues, addiction and social isolation in a diverse ethno-racial community;
- Extensive knowledge of the issues arising from aging, disabilities, deteriorating mental/physical health and of the conditions which contribute to social isolation;
- Experience in crisis intervention, conflict resolution, case management and individual and systemic advocacy;
- Ability to creatively think outside the box and show initiative in order to partake in the development and implementation of new ideas;
- Experience with the interRAI CHA;
- Demonstrated knowledge of issues related to ethnicity and ageing, and of the relevant legislation and regulations governing care of the elderly;
- Excellent interpersonal, verbal and written skills in order to interact with clients and produce statistical and narrative reports;
- **Oral fluency in Portuguese is required;**
- Strong computer literacy, with database and word processing software (e.g. CIMS);
- Good understanding of community based and community support services in Toronto;
- Demonstrated experience working in a multi-disciplinary team, as well as independently
- Excellent organizational, communication and interpersonal skills;
- Possession of a valid Driver's License is an asset;
- Flexibility to work from various locations and work settings;
- Ability to work evening and weekend hours is required.

Status: Permanent Full Time
Start Date: ASAP
Hours: 35 hours per week (including Saturdays and Tuesday evenings)
Rate: \$24.90 per hour
Unit: Older Adult Centre
Immediate Supervisor: Coordinator, Client and Family Services
Posting Date: October 28, 2016
Closing Date: November 4, 2016
Note: West Neighbourhood House provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. Applicants should make their needs known in advance.

Please reply in writing by 5:00 p.m. on the closing date to:

Human Resources Administrator
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Toronto, Ontario
M6J 1E3
melissawo@westnh.org