

## Internal Job Posting

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### 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 advocates 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. This Case Manager position main focus is to support day program care coordination and implement community development and education activities on issues affecting seniors, and their caregivers.

**West Neighbourhood House is actively seeking applications from Indigenous, Black and People of Colour, persons with disabilities, women and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.**

**West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.**

#### **Responsibilities:**

- Conducting needs assessments for OAC program participants, developing individual care plans with participants, coordination of appropriate interventions and monitoring;
- Providing advocacy, information and referral, crisis intervention;
- Maintaining up-to-date case management files, including assessments, care plans and progress notes; compiling statistics;
- Leading and facilitating support groups and workshops;
- Supporting the Adult Day Program participants and caregivers; working from the Adult Day Program space to facilitate easy access to care coordination and case management supports as required by the care teams;
- Supporting the Parkdale Assisted Living participants and caregivers; facilitate coordinated care planning process and case management supports as required by the care teams;
- 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;
- Participating as a team member of the programs, training/orienting staff, students and volunteers;
- Assisting with program planning initiatives, the on-going evaluation, development and maintenance of all aspects of the program; participating on in-House committees, events, and joint initiatives between programs;

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West Neighbourhood House is an equal opportunity employer. We thank all applicants, but only those candidates to be interviewed will be contacted.

*A United Way Member Agency*

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- 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;
- 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 with the interRAI CHA;
- Excellent organizational, interpersonal, verbal and written skills e.g. used in excellent case note taking
- Strong computer literacy, familiar with client management databases and web based environments;
- Good understanding of community based and community support services in Toronto;
- Demonstrated experience working in a multi-disciplinary team, as well as independently
- Possession of a valid Driver's License is an asset;
- Flexibility to work from various locations and work settings including: Assisted Living, Day Program, home visits across catchment area and occasionally remotely;
- Ability to work evening and weekend hours as regularly scheduled is required.
- Experience conducting virtual case management activities with participants, families and other care providers such as assessments over the phone, case videoconferencing etc.

**Status:** Permanent Full Time (CUPE Local 3393 Bargaining Unit Position)  
**Start Date:** ASAP  
**Hours:** 35 hours (5 days/week, including Saturdays and evenings on a rotating basis)  
**Rate:** 28.14 per hour (4 weeks vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)  
**Unit:** Older Adult Centre  
**Immediate Supervisor:** Manager, Case Management  
**Interview:** To be conducted in person  
**Posting Date:** May 1, 2024  
**Closing Date:** May 8, 2024

**Please reply with your cover letter and resume by 5:00 p.m. on the closing date to:**

Manager, Case Management  
 248 Ossington Ave.  
 Toronto, Ontario M6J 3A2  
[jessicali@westnh.org](mailto:jessicali@westnh.org)