

Internal Job Posting

Older Adults Case Manager

West Neighbourhood 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 Older Adults Case Manager provides holistic case management services to the diverse care needs of participants and caregivers in the Older Adult Centre (OAC) programs including an Adult Day Program.

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:

- Providing Case Management services in the participant/caregiver's community setting (home, office, park, or any other community-based setting that is comfortable for the participant/caregiver).
- Conducting assessments with participants/caregivers to determine, implement and monitor the best care plan.
- Adhering to current case management documentation standards.
- Providing advocacy, information and referral, crisis intervention.
- Ensuring high data quality standards that contribute to evidence-based case management interventions (Alayacare, InteraiCHA, CareDove).
- Creating and delivering support group and workshop curriculum.
- Leading and collaborating in all program and agency-wide outreach initiatives.
- A demonstrated ability to work independently and collaboratively within a team.
- Active leadership within community-based networks with a focus on case management and older adult related issues.
- Supporting the onboarding of new team members, students and volunteers.
- Actively participate in agency wide committees (e.g. Health and Safety, Diversity Equity and Inclusion etc) and events (e.g. Annual General Meeting, All Staff Meetings etc).
- Providing leadership, collaboration and co-creation related to program activities, strategic direction, program evaluation and program development.
- Providing other assistance as required by program needs and delegated by management.
- A demonstrated commitment to working through an Anti-Racist, Anti-Oppression, Trauma informed lens.

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

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- A demonstrated ability to provide and adapt interventions to a diverse client group including Persons with Disabilities, Black, Indigenous, Racialized, LGBTQI2S+ and Neurodiverse communities.
- A demonstrated capability to be flexible and to work under pressure.
- A demonstrated ability to adapt interventions to ensure equity, access, and accommodation.

Qualifications:

- Bachelor of Social Work and registration with the College of Social Work and Social Service Workers is required for this case manager role (mandatory requirement).
- Demonstrable skill in case management intervention strategies, which includes, crisis intervention, assessment, supportive counselling and care planning.
- Demonstrable knowledge and understanding of community-based case management.
- Minimum 2 years of employment providing direct client care.
- Extensive knowledge of the issues arising from aging, disabilities, deteriorating mental/physical health and social conditions.
- Must have excellent organizational, interpersonal, time management, and communication.
- Good working knowledge of community based and community support services in Toronto.
- Flexibility to work from various locations and work settings.
- Ability to work evening and weekend hours is required.

Status:	Full Time Permanent (CUPE Local 3393 Bargaining Unit Position)
Start Date:	As soon as possible
Hours:	35 hours (5 days/week, including Saturdays and evenings on a rotating basis)
Rate:	\$29.35 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:	October 30, 2024
Closing Date:	November 6, 2024

Please submit your resume and cover letter clearly indicating “Older Adults Case Manager” by 5:00 p.m. on the closing date to:

Manager, Case Management
248 Ossington Ave.
Toronto, Ontario
M6J 3A2
jessicali@westnh.org