



The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

Job #TNG2020-73

Community Worker (2 positions)

GENERAL DESCRIPTION: In conjunction with the Manager and other staff, assess the needs of clients to prepare and implement care plans appropriate to each client. Provide a variety of services to clients including advocacy, assessment and crisis intervention, in order to assist clients to maintain independent living. Scheduled hours of work will not exceed 35 per week and may include evenings and weekends. These positions will report to the Senior Manager, Community Support and are part of CUPE Local 7797.

MAJOR DUTIES:

1. Review background information for each client. Obtain further information as required through interviews with clients, families, staff, and other agencies. Analyze information and work with the client to identify and prioritize individual needs and prepare or revise appropriate care plans (as per the wishes of the client).
2. Contact assigned clients as required, either by telephone or in person. Maintain records of contacts, client status, and any other relevant documentation.
3. Monitor the home situations of clients, and notify all relevant internal staff and external service providers of client changes and /or deteriorating conditions as deemed appropriate.
4. Liaise with hospitals, doctors, social service agencies, government agencies, clients' families, and community groups. Negotiate with landlords, social service agencies and government agencies. Advise clients of their rights and obligations, and coordinate with service providers to ensure the quality and timeliness of social services.
5. Represent the agency at meetings to promote the aims and activities of the agency, to discuss common problems, and to share information and best practices.
6. Train and supervise students and volunteers. Monitor their progress, performance and schedules, and complete relevant documentation. In the case of students, maintain contact with their placement supervisors.
7. Drive and or escort clients to and/or from appointments, as required.
8. Assume intake duties as required and be available for emergency situations in the Agency offices.

REQUIREMENTS & QUALIFICATIONS:

- Social Services diploma from an OCSWSSW recognized institution.
- Three or more years of professional experience providing case management to seniors.
- A valid Ontario Driver's License is preferred.
- The ability to assess clients' situations accurately and to recognize deteriorating social, environmental and/or health conditions.
- The ability to work effectively as a team member with minimal supervision, and to organize and coordinate a wide variety of services.
- Strong interpersonal skills including, but not limited to, the abilities to relate to people, manage conflict, and adapt to change, awareness of the emotions of self and others, and commitment to a collaborative, respectful workplace.
- Competence in the use of computer software, particularly MS Office and Internet applications. Knowledge of the CIMS database and the interRAI CHA tool would be an asset.
- Preparedness to experience occasional exposure to filth and contagious disease, as well as irate and abusive persons.
- Preparedness to experience frequent exposure to animals, especially dogs and cats, as well as their excrement and dander.
- The physical strength and ability to undertake frequent light to moderate lifting, occasional heavy lifting, and frequent walking, bending, stretching and pulling.
- The willingness and flexibility to alter work schedules and regular duties to accommodate uncommon needs of the department and/or the agency.

For a complete job description please contact Human Resources

Terms: These are full-time bargaining unit positions

Pay Rate: **Job Rate: \$27.21/ hour**

Hours of work: 35 hours per week

Posting Date: **Oct 22/20**

Internal Closing: **Oct 28/20**

To apply, submit your resume and cover letter with "TNG2020-73" in the subject line of your email to:

E-mail: careers@tngcs.org

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirements