

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House and Neighbourhood Link Support Services.

JOB OPPORTUNITY

Job #TNG2019-13

Contract Intensive Case Manager

GENERAL DESCRIPTION: The Intensive Case Manager is responsible for an assigned caseload of seniors and/or adults with disabilities, with high care needs and mental health/addiction issues. The position's main duties include assessment, intervention, advocacy, supportive counselling and ongoing case management. Hours of work will be 35 per week, on a schedule which will include evenings and weekends. The position reports to the Senior Manager, Community Support.

MAJOR DUTIES:

1. Conduct assessments of new and existing clients to determine and prioritize their individual care requirements, and to develop care plans.
2. Analyse information obtained from assessments and through on-going contact to evaluate and ensure the efficacy of the services provided.
3. Visit clients weekly, or as frequently as necessary in order to monitor their physical, mental and psychological well being.
4. Work in close cooperation with Agency staff and network with other agencies to ensure the quality and timeliness of social services for clients.
5. Advocate on behalf of clients with hospitals, doctors, social service agencies, government departments, clients' families, and community groups. Provide assistance when appropriate in negotiating with landlords, social service agencies and government departments, and advise clients of their rights and obligations.
6. Supervise students and volunteers. Monitor their progress, schedules and their performance, as well as all the necessary reports, contracts, and projects, In the case of students, maintain communication with their placement supervisors.
7. Maintain accurate and timely client records and documentation.
8. Maintain knowledge of community resources and keep up-to-date with advances in geriatric mental health and other related social, medical and legal fields, through courses, conferences, literature, and home study.

REQUIREMENTS & QUALIFICATIONS:

- A degree from an OCSW SSW recognized university in social work, nursing, or an R.N. professional designation.
- Five or more years of case management experience, with at least two years experience working directly with senior clients with mental health/addiction issues.
- Current CPR and First Aid certification.
- A valid Ontario Drivers License.
- Demonstrated ability to conduct client assessment and to recognize deteriorating social and/or health conditions.
- Sound clinical skills in advocacy, intervention and supportive counselling.
- A good working knowledge assisting clients with mental health/addictions issues and concurrent disorders.
- The ability to work with minimal supervision, and an ability to organize and coordinate schedules.
- The ability to facilitate professional presentations to other agencies, government, universities, etc.
- The skill and patience to deal with and resolve the concerns, conflicts and issues expressed by clients, staff, volunteers, and others.
- 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, stamina 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: This is a contract full-time bargaining unit position

Pay Rate: **Start Rate: \$26.41/ hour Job Rate: \$29.75/ hour**

Hours of work: 35 hours per week

Contract Dates: October 7, 2019-December 4, 2019

Posting Date: August 20, 2019 Internal Closing: August 26, 2019 External Closing: August 28, 2019

**To apply, submit your resume and cover letter with "TNG2019-13" in the subject line of your email or fax to
Human Resources, Neighbourhood Link Support Services, 3036 Danforth Ave, ON M4C 1N2**

E-mail: tcandido@tngcs.org Fax: 416 691-8466

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