

*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# TNG2023-63**

<b>POSITION TITLE:</b> Contract Intensive Case Manager	
<b>DEPARTMENT:</b> Independent Living	<b>STATUS:</b> Contract Full-time, CUPE 7797
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATES:</b> ASAP till September 30 <sup>th</sup> , 2023 or return of the incumbent
<b>REPORT TO:</b> Senior Manager, Community Support	<b>HOURLY RATE:</b> \$30.34
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**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. The position reports to the Senior Manager, Community Support and is part of **CUPE Local 7797**.

### MAJOR DUTIES:

- Conduct assessments of new and existing clients to determine and prioritize their individual care requirements, and to develop care plans.
- Analyse information obtained from assessments and through on-going contact to evaluate and ensure the efficacy of the services provided.
- Visit clients weekly, or as frequently as necessary in order to monitor their physical, mental and psychological well-being.
- Organize and facilitate case meetings, as require
- Work in close cooperation with Agency staff and network with other agencies to ensure the quality and timeliness of social services for clients.
- 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.
- Arrange for services with other stakeholders and/or agencies in regards to client issues that involve cluttering, hoarding and bed bugs in the client's home.
- 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.
- Maintain accurate and timely client records and documentation.
- 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.
- Complete courses in CPR and First Aid, as required, to maintain current certification.
- Drive occasionally on agency business. Use of the employee's own vehicle for such duty shall be reimbursed.

### 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. Ownership of a vehicle is preferred.
- 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 skill and patience to deal with and resolve the concerns, conflicts and issues expressed by clients, staff, volunteers, and others.
- 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.
- A second language would be asset (i.e., Bengali, Urdu or Farsi, etc.)

**To apply, submit your resume and cover letter with "TNG2023-63" in the subject line of your email to:**  
**careers@tngcs.org**