

*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# TNG2023-245**

<b>POSITION TITLE:</b> Contract Intensive Case Manager	<b>STATUS:</b> Contract Full-time, CUPE 7797
<b>DEPARTMENT:</b> Independent Living	<b>CONTRACT DATES:</b> ASAP till March 1, 2024 or return of the incumbent
<b># HRS / WEEK:</b> 35	<b>HOURLY RATE:</b> \$30.34
<b>REPORT TO:</b> Senior Manager, Community Support	<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 or equivalent combination of education and experience
- 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 with "TNG2023-245" in the subject line of your email to: [careers@tngcs.org](mailto: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, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement