

*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# TNG2025-178**

|                                                   |                                                                                    |
|---------------------------------------------------|------------------------------------------------------------------------------------|
| <b>POSITION TITLE:</b> Transitional Case Manager  |                                                                                    |
| <b>DEPARTMENT:</b> Independent Living             | <b>STATUS:</b> Contract Full-time, CUPE 7797                                       |
| <b># HRS / WEEK:</b> 35                           | <b>CONTRACT DATE:</b> ASAP until June 5, 2026 or until the return of the incumbent |
| <b>REPORT TO:</b> Client Services Supervisor      | <b>SALARY:</b> \$32.92                                                             |
| <b>EXTERNAL CLOSING DATE:</b> Posted until filled |                                                                                    |

**GENERAL DESCRIPTION:** The Transitional Case Manager is responsible for a caseload of seniors, supportive housing clients and/or adults with complex medical needs who will require a high level of support in several areas while living in transitional housing units in the Greater Toronto Area. The position's main duties include assessment, intervention, advocacy, supportive counselling, financial counselling and ongoing case management. Hours of work will be 35 per week, and may include evenings and weekends. This position 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 required.
- Data entry in CIMS, Alayacare for Caregiver Recharge Program, coordinate with clients and caregivers to establish schedules, schedule PSWs visits in a timely manner.
- 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.
- 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.

### REQUIREMENTS & QUALIFICATIONS:

- A degree from an OCSW SSW recognized university in social work, nursing, or an R.N. professional designation or equivalent education and experience.
- Five or more years of case management experience, with at least two years' experience providing support to vulnerable seniors and older adults with special needs including but not limited to; mental illness, addictions and severe social isolation.
- Previous experience working from a harm reduction approach with vulnerable populations demonstrating extensive knowledge of community services.
- Current CPR and First Aid certification. A valid Ontario G class Drivers License.
- Demonstrated ability to conduct client assessment and recognize deteriorating social and/or health conditions.
- Sound clinical skills in advocacy, intervention and supportive counselling.
- Knowledge of all current and relevant legislation for seniors including the Residential Tenancy Act, income supports such as pension, OW, ODSP, rent supplements and health care, homecare, housing and seniors' rights and responsibilities.
- Strong understanding of the immigration system and the issues newcomers face.
- The ability to work with minimal supervision, and an ability to organize and coordinate schedules.
- The ability to work effectively as part of a team and to interact with workers from a variety of agencies when coordinating services.
- The ability to facilitate professional presentations to other agencies, government, universities, etc.
- The skill and patience to handle concerns, conflicts and issues of clients, staff, volunteers, and others.
- Proficient in Microsoft Office programs, Internet research and experience working with CIMS and/or Alayacare

**To apply, submit your resume with "TNG2025-178" 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