

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# TNG2025-195

POSITION TITLE: Intensive Case Manager	
DEPARTMENT: Independent Living	STATUS: Contract Full-time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATE: ASAP until February 11, 2026 or until the return of the incumbent
REPORT TO: Supervisor, Senior's Community Support Service	SALARY: \$32.92
EXTERNAL CLOSING DATE: 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. 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.
- Analyze 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 and escort to medical appointments, other appts as necessary
- Work in close cooperation with Agency staff and network with other agencies to ensure the quality and timeliness of social services for clients including organizing and facilitating case meetings, as required.
- Sound clinical skills to advocate on behalf of clients with hospitals, doctors, social service agencies, government departments, clients' families, and community groups, social service agencies, landlords and advise clients of their rights and obligations and provide advocacy and supportive counselling
- 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 and participate in team meetings and reg staff
- 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
- Maintain client confidentiality and adhere to The Neighbourhood Group's policies and procedures.
- Perform other duties, appropriate to the position, as required.

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.
- Demonstrated ability to conduct client assessment and to recognize deteriorating social and/or health conditions, with a strong sense of working with people and a high regard for their rights
- 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, with the ability to coordinate services with other agencies and outside personnel
- Preparedness to experience occasional exposure to unsanitary conditions and contagious disease. 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.
- Current CPR and First Aid certification.
- A valid Ontario Drivers License. Ownership of a vehicle is preferred.
- Second language would be an asset

To apply, submit your resume with "TNG2025-195" in the subject line of your email to: 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. This posting is for an existing vacancy.