



## EXTERNAL JOB POSTING

**Job Title:** Intensive Case Manager

**Program:** Seniors Community Connections

**Posting Date:** July 9, 2018

**Status:** full-time; temporary; Union

**Job Posting #:** 981

**Effective Date:** ASAP

**Posting Closing:** July 16, 2018 @4PM

**NOTE:** This position ends March 31, 2019 with the possibility of extension

**Purpose:** This opportunity is part of a community collaborative project, with the overall outcome being to reduce senior's isolation in Hamilton. The successful incumbent will need to provide intensive case management support to seniors as well as be part of a larger multi-faceted team.

### Duties

1. Identify, engage and connects seniors within targeted neighbourhoods where risk factors for isolation, including living alone, disability, poor health, language, barriers, poverty, gender, and lack of access to natural supports are most prevalent.
2. Work collaboratively with other key stakeholders to provide an integrated service which compliments and builds upon other services
3. Assess participant's needs for services to support their integration and optimize their capacity using needs assessments, individualized action plans and one to one support
4. Connect and anchor seniors with their communities through creating effective pathways to make sustainable connections with services and activities
5. Develop and maintain effective communication systems with staff, clients, and community partners
6. Plan and organize events for programming purposes.
7. Complete administrative tasks, maintains effective recording/tracking systems and responds to queries
8. Collect data to evaluate and analyze results in order to plan for future sustainable programming
9. Provide information, emotional support, advocacy and practical help to program participants
10. Conduct regular visits with participants through a mobile case management approach
11. Works with a lens to continuously improve services for clients
12. Adhere to the policies and procedures of Wesley Urban Ministries
13. Attend staff meetings and training sessions as required.
14. Other duties as assigned.

### Qualifications

1. Post-secondary education in the field of gerontology, Social Work or other discipline related to the specific needs of older adults
2. External Candidates must be registered with the College of Social Workers and Social Service Workers or other relevant regulatory body

3. At least two years' experience in social services, in particular with seniors
4. Ability to work effectively independently by implementing self-accountability techniques
5. Advanced computer skills required in the following programs: Microsoft Word, PowerPoint, and Outlook; Adobe; database software
6. Demonstrated ability to empathize with seniors and exercise solid judgement, tact and diplomacy.
7. Excellent problem solving, organization, and coordination skills.
8. Proven ability to demonstrate Wesley Urban Ministries' mission, vision, and values.
9. Ability to work in a fast-paced environment and high stress situations.
10. Extensive knowledge of community programs, services, and resources.
11. Strong understanding of support services in the community, specifically those related to seniors.
12. Solid communications skills, both written and verbal in English. Second language relevant to the client population is an asset.
13. Gentle Persuasive Approach training would be an asset
14. Flexibility with work hours including evenings and weekends.
15. Valid Driver's License with access to a vehicle would be an asset
16. Non-violent crisis intervention and 1st aid/CPR training is required

### **Competencies**

#### **Customer Service**

1. Builds constructive relationships characterized by a high level of acceptance, cooperation and mutual respect
2. Helps to create and contributes to a work environment that embraces and appreciates diversity
3. Values and respects the internal and external customers to the organization

#### **Accountability**

1. Takes personal responsibility for the quality and timeliness of their work, and team work
2. Believes, respects and adheres to the vision, mission and values of Wesley Urban Ministries

#### **Commitment**

1. Demonstrates an understanding of Wesley Urban Ministries Mission, Vision and Values through service delivery approach
2. Acts with integrity
3. Demonstrates a knowledge of the code of ethics of working in social services
4. Adapts to changing program requirements, conditions and work responsibilities

**Interested applicants please send resumes including cover letter and salary expectations to:**

[hr@wesley.ca](mailto:hr@wesley.ca)

Wesley Urban Ministries is an equal opportunity employer which embraces diversity. We encourage applications from all qualified applicants. Only candidates selected for an interview will be contacted. No phone calls please. More information about Wesley can be found on our website at [www.wesley.ca](http://www.wesley.ca). Job applicants requiring accommodation to participate in the hiring process should contact the Human Resources Department at [hr@wesley.ca](mailto:hr@wesley.ca).