



EXTERNAL JOB POSTING

Job Title: Intensive Case Manager
Program: Client Support Services
Posting Date: August 2nd, 2018
Status: Full-time; Contract; Union

Job Posting #: 999
Effective Date: ASAP
Closing Date: August 9th, 2018 @4PM

Note: In this position you will work 37.5 hours per week. It is a Full time position until March 31st, 2019- with a possibility of extension.

Purpose: The Intensive Case Manager (ICM) is responsible for providing case management support to newly arrived government-assisted refugees (GARs) during their first year of resettlement in Hamilton. ICMs will each hold a case load, comprised of individuals and families, which they will assist to integrate into the community, for a period of up to twelve months.

Duties:

1. Welcome, interact, and support clients accessing the program and be available and approachable to address client's needs as they arise.
2. Responsible for necessary interpretation and translation for direct service delivery with clients.
3. Conduct initial intake and needs assessment, needs assessment matrix, quarterly check-ins, empowerment plans, and on-going needs assessment as required.
4. Provide appropriate and client centered information and referral regarding the various services and resources available in the community.
5. Manage and maintain up-to-date client files, input client data and information into the program database, complete government documents and forms, provide referrals, write case notes, and provide regular follow-up with clients.
6. Conduct regular home visits, and accompany clients to various appointments in the community for different services and resources.
7. Advocate on behalf of clients for services and resources in the community.
8. Provide life skills, telephone support, and crisis intervention as needed.
9. Participate in case management meetings with internal staff and external service providers.
10. Coordinate and facilitate program activities as required.
11. Maintain good relationships and collaborate with other internal programs and external service providers to provide support to GARs.
12. Work from a lens of continual improvement of customer service, including evaluation of the program on an on-going basis and making recommendations for service delivery improvements.
13. Work in a team and independently to provide support to newly arrived GARs.

14. Participate in supervision and consultation regularly with the Client Support Services manager.
15. Adhere to the policies and procedures of Wesley.
16. Attend staff meetings and training sessions as required.
17. Other duties as assigned.

Qualifications:

1. Advanced knowledge of a second language is an asset: Arabic and/or Assyrian strongly preferred.
2. University Degree in Social Work or related Social Science; Social Service worker diploma; Child and Youth Worker diploma; or equivalent international degree.
3. Registered and in good standing with the Ontario College of Social Workers and Social Service Workers or eligible for registration at the time of employment is required.
4. Minimum 2 years' relevant practical experience working with a relevant population is required.
5. Minimum one year experience in an Intensive Case Management role serving a vulnerable population, including victims of trauma, is required.
6. Advanced computer skills required using the following programs: Microsoft Word, PowerPoint, and Outlook; Adobe; any program database.
7. Excellent communication, organization, time management and coordination skills.
8. Proven ability to multi-task and thrive in a fast paced environment and high stress situations.
9. Demonstrated ability to model Wesley's mission, vision, and values.
10. Proven ability to work effectively with newcomer clients from diverse cultural backgrounds.
11. Knowledge of the settlement services and integration process and working knowledge of challenges faced by newcomers to Canada.
12. Extensive knowledge of community programs, services, and resources.
13. Available to work flexible / irregular hours including evenings and weekends.
14. Non-violent crisis intervention and 1st aid/CPR training required.
15. Valid Driver's License with access to a vehicle is an asset.

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

Commitment

1. Demonstrates an understanding of Wesley's 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

Wesley 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