



EXTERNAL JOB POSTING

Job Title: Intensive Case Manager

Program: Senior Isolation

Status: Part Time, Temporary, Union

Location: 52 Catharine St North and various locations in Hamilton

Reports to: Supervisor, Seniors Isolation

Job Posting Date: June 5, 2019

Job Closing Date: TBD

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 who are in danger of eviction as well as be part of a larger multi-faceted team.

Please Apply Via: <https://wesley.breezy.hr/p/81711103465e-intensive-case-manager-senior-isolation>

Duties:

1. Identify, engage and connects seniors within targeted neighbourhoods who are at risk of eviction 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 in particular CityHousing Hamilton 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 that will support them remaining in their homes
5. Develop and maintain effective communication systems with staff, clients, and

- community partners in particular other programs staff working with isolated seniors and CityHousing Hamilton staff
6. Complete administrative tasks, maintains effective recording/tracking systems and responds to queries
 7. Collect data to evaluate and analyze results in order to plan for future sustainable programming
 8. Provide information, emotional support, advocacy and practical help to program participants
 9. Conduct regular visits with participants through a mobile case management approach
 10. Works with a lens to continuously improve services for clients
 11. Adhere to the policies and procedures of Wesley Urban Ministries
 12. Attend staff meetings and training sessions as required.
 13. 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

Wesley is a diverse and welcoming employer. We encourage applications from all qualified applicants. Only those selected for an interview will be contacted. No phone calls, please. More information about Wesley and our programs can be found at www.wesley.ca. Job applicants requiring accommodation to participate in the hiring process should contact the Human Resources Department.