



EXTERNAL JOB POSTING

Job Title: Intensive Case Manager

Job #: 2062

Job Posting Date: September 6, 2019

Job Closing Date: September 20, 2019 @ 4pm

Program: Wesley Client Support Services

Status: Full Time, Permanent, Union

Location: 52 Catharine St. North, and various locations in Hamilton

Reports to: Clinical Supervisor, Wesley Client Support Services

Purpose: Responsible for providing case management support to newly arrived government-assisted refugees (GARs) during their first year of resettlement in Hamilton. Case Managers 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 to eighteen 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 Supervisor.
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. University Degree Social Work or related Social Science; Social Service worker diploma Child and Youth Worker diploma; or equivalent degree is desired
2. Must be registered and in good standing with the Ontario College of Social Workers and Social Service Workers, Ontario Association of Child and Youth Care or eligible for registration at the time of employment. Note: registration must be completed within 90 days after start of employment.
3. Advanced knowledge of a second language is an asset: Arabic and/or Assyrian, Somali, Dari/Farsi or Swahili strongly preferred.
4. Minimum of three years' relevant practical experience working with newcomer population is required.
5. Minimum two years' experience in an Intensive Case Management role serving a vulnerable population, including victims of trauma, is required.
6. Familiar with challenges and barriers newcomers face.
7. Advanced computer skills required using the following programs: Microsoft Word, PowerPoint, and Outlook; Adobe; any program database.
8. Excellent communication, organization, time management and coordination skills.
9. Proven ability to multi-task and thrive in a fast paced environment and high stress situations.
10. Demonstrated ability to model Wesley's mission, vision, and values.
11. Proven ability to work effectively with newcomer clients from diverse cultural backgrounds.
12. Knowledge of the settlement services and integration process and working knowledge of challenges faced by newcomers to Canada.
13. Extensive knowledge of community programs, services, and resources.
14. Available to work flexible / irregular hours including evenings and weekends.
15. Able to be mobile in the community for regular home visits, community visit appointments, etc
16. Non-violent crisis intervention and 1st aid/CPR training required.
17. 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 Value 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

Please Apply Via: <https://wesley.breezy.hr/p/d7722d631a1c-intensive-case-manager-ftp>

Wesley is diverse and inclusive equal opportunity employer. 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.

