



## EXTERNAL JOB POSTING

**Job Title:** Intensive Case Manager (Child and Family Focused)

**Job #:** 2065

**Job Posting Date:** September 4, 2019

**Job Closing Date:** September 18, 2019 @ 4pm

**Program:** Wesley Client Support Services

**Status:** Full Time, Temporary, Union

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

**Reports to:** Clinical Supervisor, Wesley Client Support Services

**Purpose:** The Intensive Case Manager (ICM) Child and Family Focused role 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 families with children, which they will assist to integrate into the community, for a period of up to twelve months. The child and family focused position will also build partnerships with community members who support with children and families and update the team on services, and programs specifically for this group.

### **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. Build relationships with community members that work specifically with children and families and update the team regularly on services and programs for this group. Organize and co-facilitate youth workshops with internal and/or community partners.
  7. Liaise closely with the ICM Early Years and colleagues in Wesley's Children and Families programs to ensure consistency and integration of services.
  8. Conduct regular home visits, and accompany clients to various appointments in the community for different services and resources.
  9. Advocate on behalf of clients for services and resources in the community.
  10. Provide life skills, telephone support, and crisis intervention as needed.
  11. Participate in case management meetings with internal staff and external service providers.
  12. Coordinate and facilitate program activities as required.
  13. Maintain good relationships and collaborate with other internal programs and external service providers to provide support to GARs.
  14. 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.
  15. Work in a team and independently to provide support to newly arrived GARs.
  16. Participate in supervision and consultation regularly with the Client Support Services Supervisor.
  17. Adhere to the policies and procedures of Wesley.
  18. Attend staff meetings and training sessions as required.
  19. Other duties as assigned.

### **Qualifications:**

1. University Degree in Child and Family or equivalent with minimum 2 years' relevant practical experience working with newcomer children and families is required.
2. Advanced knowledge of a second language is an asset: Arabic and/or Assyrian, Somali, Dari/Farsi or Swahili strongly preferred.
3. Child and Youth Worker diploma or equivalent with 5 years relevant practical experience working with newcomer children and families also accepted.
4. Registered and in good standing with the Ontario Association of Child and Youth Care or eligible for registration at the time of employment is required. Note: registration must be completed within 90 days after start of employment.
5. Minimum 2 years' relevant practical experience working with newcomer children and families is required.
6. Minimum one year experience in an Intensive Case Management role serving a vulnerable population, including victims of trauma, is required.
7. Capacity to engage children and families and knowledge of motivating this population.
8. Familiar with challenges and barriers youth face.
9. Advanced computer skills required using the following programs: Microsoft Word, PowerPoint, and Outlook; Adobe; any program database.
10. Excellent communication, organization, time management and coordination skills.
11. Proven ability to multi-task and thrive in a fast paced environment and high stress

- situations.
12. Demonstrated ability to model Wesley's mission, vision, and values.
  13. Proven ability to work effectively with newcomer clients from diverse cultural backgrounds.
  14. Knowledge of the settlement services and integration process and working knowledge of challenges faced by newcomers to Canada.
  15. Extensive knowledge of community programs, services, and resources.
  16. Available to work flexible / irregular hours including evenings and weekends.
  17. Non-violent crisis intervention and 1<sup>st</sup> aid/CPR training required.
  18. 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

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](http://www.wesley.ca).

Please Apply Via:

<https://wesley.breezy.hr/p/1eb08d8285b2-intensive-case-manager-child-and-family-focused>

