

JOB POSTING (Full time/ Permanent)

Case Manager

Better Living Health and Community Services supports clients and caregivers in the community to maintain independence through a wide range of community support services. The Case Manager carries a caseload of clients and caregivers residing in the community and provides a range of services including assessment, counseling, case management, system navigation, education, group support, clinical consultation and community referrals. The Case Manager works collaboratively with the team, departments throughout the organization as well as community stakeholders to support seniors to maintain quality of life and independence in the community.

The successful candidate for this position must have the following qualifications:

- Completion of a Bachelor of Social Work Degree (BSW) from an accredited School of Social Work or Diploma in Social Services or a related field or equivalent combination of education and/or experience.
- Registration in good standing with the Ontario College of Social Workers and Social Service Workers required
- Recent Social Work and Case Management experience with proven knowledge in a community health care setting
- Experience with the RAI-CHA, IAR, Connecting Ontario and Coordinated Care Planning in daily Case Management practice is an asset
- Experience working with geriatric populations as well as other vulnerable or high-risk populations including mental health, hospice, caregivers and knowledge of the common associated issues is an asset
- Familiarity with relevant legislation (ie., PHIPPA) as applicable to work with seniors and their caregivers.
- Prior experience working with an Electronic Medical Record is an asset
- Successful completion of a *Vulnerable Sector Screening* within one month of employment

The successful candidate(s) for this position must be able to:

- Conduct in-home psychosocial assessments utilizing standardized tools including the RAI-CHA, Coordinated Care Plans, etc.
- Develop care plans and therapeutic interventions for clients and caregivers based on the outcomes of the assessments
- Provide Case Management services to clients and caregivers as outlined in the care plans
- Assist clients to navigate the healthcare system and community resources by providing expert knowledge of community resources within the North York area
- Liaise with community agencies, acute and primary care and other organizations as required to advocate on behalf of clients and caregivers
- Deliver supportive counselling in both individual and group settings
- Participate in related outreach and educational events as well as in committees both internally and externally
- Supervise students, providing oversight, direction and supervision of day to day tasks, school requirements and as well as educational development
- Provide resource and case consultation to staff throughout the organization as required
- Demonstrate clinical skills working with older adults dealing with complex issues
- Plan, implement and evaluate group support sessions
- Develop collaborative, supportive and therapeutic relationships with clients and caregivers
- Demonstrate case management and referral skills including experience linking clients to supportive services
- Work remotely, independently and collaboratively within the organization as well as with community partners

- Demonstrate skills in client and collateral assessment, intervention, case management, service planning and termination
- Be self-motivated and able to function in a fast paced environment
- Demonstrate solid interpersonal, communication, problem-solving, time management and organizational skills

SALARY: Commensurate with education and experience.

Please email or fax your cover letter and resume to Human Resources

E-mail: hr@betterlivinghealth.org

Fax: 416-510-1104

Resume will be reviewed until suitable candidate is found.

Please quote ***"Case Manager"*** on the cover letter and e-mail subject line.

As per the Ministry of Health's Directive #6, Better Living has established a mandatory vaccine policy. In order to be considered for an interview candidates must demonstrate that they are fully vaccinated, are in the process of being vaccinated, or have a substantiated medical or religious reason why they cannot be vaccinated.

Better Living is an equal opportunity employer and is in accordance with the Ontario Human Rights Code, Employment Standards Act and Accessibility for Ontarians with Disabilities Act. Applicants need to make their request for accommodation known when contacted. Thank you to all who express interest in this position and we welcome all resumes however only those granted an interview will be contacted. No phone calls, please. Thank you.