

Position: Intake Worker/Case Manager Tikvah/Seniors	Status: Full time
	Posting Number: JFS22 028

Position Summary

Under the direction of the Clinical Manager of Seniors the Intake Worker provides case management, outreach, information, support, advocacy, and referrals to clients. The Intake Worker/Case Manager acts as the first point of entry for new clients seeking services and together with Managers is also responsible for matching clients to case managers who are an appropriate fit for their needs.

Duties and Responsibilities

- Intake Assessments: provides initial assessment and screening of clients contacting JFS for services.
- Completes a comprehensive written Intake Assessment which includes: identifying the request and reason for services, a screening for history of abuse/violence, current safety risk, mental health issues, physical and cognitive health, and involvement with community agencies.
- Provides referral information for other community resources and services as appropriate to client need.
- Maintains and monitors the waitlist for services.
- Ongoing Case Management Services: provides case management to Jewish Community
- Provides advocacy and referrals to help clients access relevant community services.
- Collaborates with other professionals (i.e.: doctors, settlement workers and other healthcare and human service professionals).
- Ensures quality client care that is consistent with best practices, agency standards, and evidence-based approaches such as trauma informed person-centred approach, problem solving and solution-focused therapies.
- Ability to create and maintain confidential accurate, up-to-date, comprehensive client records
- Participates in supervision, meetings, workshops (including professional development opportunities)
- Performs related work as assigned

Qualifications/Experience

The successful candidate will have:

- SSW, BSW MSW or equivalent experience
- Be registered or eligible for registration with professional regulatory body
- Maintains or is eligible to maintain professional liability insurance through their association
- Minimum 3 years experience in providing Seniors community support services and community-based mental health services including crisis intervention, referral, and advocacy.
- Minimum 3 years of over the phone customer/client experience.
- Experience and interest in working with Seniors, marginalized and low-income diverse clientele in a non-profit, community-based organization.

- Thorough knowledge and understanding of community resources, relevant city service-provider networks, community-based health care, and income-maintenance legislation and services, as well as issues impacting individuals affected by mental, physical and/or cognitive illnesses.
- Superior interpersonal and communication skills, oral and written; excellent time management and organization skills.
- Demonstrated ability to work effectively in a crisis as well as a fast-paced work environment.
- Demonstrated ability to work in a multi-disciplinary team environment.
- Demonstrated proficiency in the use of computers and various software applications, including Microsoft Office programs, client database software, and electronic record keeping in a client service setting.
- Experience working in, or cultural awareness of Jewish Community environment an asset
- Ability to work flexible hours according to program need
- Access to a car an asset

Please apply at: <https://secure.collage.co/jobs/jfsottawa/31080> with a resume and a cover letter linking your experience with the job posting

Jewish Family Services of Ottawa supports equal opportunity employment. We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Right Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting Jewish Family Services.