

Employment Opportunity

Position: CIA COORDINATOR FULL-TIME POSITION	Department: Client Intervention and Assistance	Supervisor or Manager: Program Manager
	Work Schedule: Mon-Fri – Flexible hours for evening visits as required	Date Posted: 2012-01-11

Job Summary: To provide referral and service coordination, crisis intervention, home visits, counseling and assistance to seniors and adults with disabilities, in their efforts to maintain independence in the community. This job will require a strong person who is able to work in partnership with CCAC, Hospitals as well as Agency team members.

Duties and Responsibilities:

- Counseling, Advocacy and supporting clients with one-on-one case management, including a high demand for home visits in the community;
- Need-specific support in unique situations such as lost of loved one (grief), strengthen family relationships and social interaction, accepting other support services and placement decisions;
- Through community outreach, engagement and education; support clients within the community by linking them to community resources such as recreational and social programs, support groups, and health and wellness programs, especially clients seeking service in their own language or culture;
- Crisis-intervention – follow-up on issues around neglect, abuse, mental health and emergencies;
- Support and assist primary caregivers in arranging supports for their loved ones as needed;
- Information and referral on housing, financial resources and other supports;
- Maintain contact with clients and monitor their progress;
- Conduct on-going assessment and reassessment of clients as needed;
- Maintain detailed documentation on CIMS client database and maintain updates of client charts in accordance and in compliance with agency’s confidentiality and privacy policies;
- Provide written and/or verbal monthly reports to the Executive Director or designate on issues related to the program;
- Provide active team support and relief in Home At Last Program and Home First Initiatives;
- Support other Agency Programs such as Meals on Wheels, Adult Day Program referrals, Fee Subsidy requests and client follow-ups; both short and long-term;
- Maintain collaborative focus and inter-professional relationships with other health care professionals and key partners;
- Perform other duties and responsibilities as directed by Supervisor.

Job Qualifications:

- Degree in Social Work or Diploma in Social Service Work ;
- Minimum of two years experience in CIA coordination or case management functions;
- Knowledge and understanding of gerontology -- the aging process, the specific needs of the elderly, disabled and caregivers;
- Strong familiarity with community support services;
- Sensitive to the cultural needs of clients from various ethnic groups;
- Excellent interpersonal, communication and coping skills;
- Self-directed and disciplined to manage case loads and meet deadlines;
- Demonstrate flexibility to accommodate emergency home visits and relief duties for other team members;
- Results oriented and capable of working independently as well as in fast-paced team environment;
- Must have basic computer skills (knowledge of Microsoft Outlook, word and excel);
- Possession of a valid Ontario driver's license and access to a vehicle;

Assets

- Training in First Aid/CPR
- Training in Non-Violent Crisis Prevention and Intervention
- Second language preferable
- Previous experience in a Community Support Agency

TransCare Community Support Services reserves the right to make changes to this position from time to time.

Please submit your application to Gurprit.Matharu@tcare.ca by Wednesday, February 8th, 2012 or fax it to 416-750-1310 or drop it off at the address below. All applications will be held in strict confidence.