



WoodGreen Community Services Job Posting

WoodGreen Community Services is one of the largest social service agencies in Toronto. A founding United Way of Toronto member agency, WoodGreen has grown to span 36 locations and serves 37,000 people each year. Now in our 80th year, WoodGreen helps people find safe, affordable housing, seniors live independently, internationally-trained professionals enter the job market, parents access childcare, children and youth access after-school programs, newcomers settle in to Canadian life, homeless and marginalized people get off the streets and youth find meaningful employment and training. Visit www.woodgreen.org for more information.

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| Internal Candidates only may apply: | June 30 – July 5, 2017 |
| Job Posting Application Deadline | July 19, 2017 at 5:00 pm |
| Job Title: | Crisis Worker |
| Program & Unit: | Crisis Outreach Services for Seniors, Community Care |
| Work Week: | 35 hours (with some weekends) |
| Salary Grid Level: | G7 - \$47,517/year (current employees at G8 will remain at their current salary) |
| Employment Category: | Bargaining Unit – Full-time |

Program Overview & Position Summary

This position works on behalf of WoodGreen in an inter-agency, multi-disciplinary Crisis Outreach Service for Seniors with Mental Health and addiction issues. This service is offered through a partnership between WoodGreen, Haven Toronto, South Riverdale Community Health Centre, Reconnect Community Health Services and LOFT Community Services. This position will be responsible for working within a multi-disciplinary inter-agency team to provide specialized psycho-geriatric screening and crisis support in homes and in community settings. This position will also undertake assessments of clients' issues/needs, making referrals to appropriate resources, and collaborating with agency partners, health care providers, and other resources in the community. This is all done with the goal of ensuring a continuum of care for seniors with mental health and substance use issues in the neighbourhoods identified.

Main Responsibilities:

- Participate in crisis shifts; going out to visit clients in their homes or other community locations with a partner.
- Assist with assessing client needs, developing and implementing service plans with short and long term objectives.
- Assist clients to access acute care and emergency services when appropriate, and help facilitate client discharges from local emergency departments.
- Provide short-term intensive case management services to a caseload of seniors with mental health and substance use issues, including ongoing assessment, supportive counseling, service navigation and care coordination.
- Assist in liaising with convalescent care, transitional care, acute care, emergency departments, rehabilitation centres, and complex continuing care to ensure that clients who have been hospitalized have appropriate follow-up services.
- Refer clients and caregivers to a range of community resources, including meals, drop-in centres, social recreational programs, clothing exchanges, etc.
- Carrying out service documentation requirements in a timely and professional manner.
- Work with other team members and the partner agencies to develop and implement strategies which reduce client/caregiver dependencies on acute care and emergency departments.
- Gather statistical and narrative information required for the program and organization.
- Work flexible hours based on the needs of the clients, their caregiver, and the service.
- Ensure that anti-oppression, community development, and harm reduction principles are achieved in the program.

Required Education and Registration:

- BSW or related undergraduate/College Diploma in a relevant field
- Registration with the Ontario College of Social Workers and Social Service Workers or a respective regulatory body

Preferred Qualifications:

- Requires two (2) years related experience in crisis support and ability to mediate conflict, demonstrated experience working with seniors.
- Demonstrated experience in crisis support/intervention.
- Demonstrated experience supporting seniors with mental health and substance use issues from a recovery and harm reduction approach.
- Proven ability in case management and supportive counseling skills.
- Strong assessment skills.
- Demonstrated interpersonal skills.
- Excellent verbal and written communications skills.
- Demonstrated information and referral skills; and ability to effectively link client to supportive services.
- Self-directed and independent, but also experienced in working effectively as a member of multi-disciplinary team, which includes internal and external stakeholders.
- Proven ability to minimize barriers through service delivery for low income individuals with mental health and substance abuse issues.
- Ability to work from a client-centered approach.
- Knowledge of issues affecting older adults and geriatric populations.
- Knowledge of the health sector and its related services.
- Knowledge of community resources.
- Demonstrated ability to follow policies, procedures, and adhere to legislation.
- Understanding of clinical practices and care models.
- Ability to exercise good judgment, flexibility, and contribute to the effective functioning of a multi-disciplinary interagency Crisis Service focused of older adults.
- Applied computer skills (MS word, excel, and Internet).
- Ability to use case management software is an asset (Pirouette).
- Ability to communicate in another language is an asset.
- Ability to work weekends, statutory holidays as required.

To Apply:

Please submit your resume and cover letter, **quoting the position title in the subject line** as follows:

WoodGreen employees ONLY – apply to hrjobs@woodgreen.org. Please note that external applications sent to this e-mail will not be forwarded and will be deleted.

All other applicants – apply to ccjobs@woodgreen.org, Att: Rochelle McAlister, Community Care

We are an equal opportunity employer. We welcome applications from diverse individuals who self-identify on the basis of any of the protected grounds under the *Human Rights Code*. We are committed to integration and maintaining the independence of individuals and removing barriers to accessibility in the workplace. We are committed to full compliance with the *Human Rights Code*, the *Accessibility For Ontarians With Disabilities Act*, the *Pay Equity Act*, the *Occupational Health and Safety Act*, and all other applicable legislation.

WoodGreen is also committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to an employment opportunity, please advise our HR representative at hrjobs@woodgreen.org of the accommodation measures if required which would enable you to be interviewed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.