



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: | April 18 – 20, 2017 |
| Job Posting Application Deadline | May 2, 2017 at 5:00 pm |
| Job Title: | Team Member, Toronto Seniors Helpline |
| Program & Unit: | Toronto Seniors Helpline, Community Care Unit |
| Work Week: | 35 hours |
| Salary Grid Level: | G7 - \$47,517/year |
| Employment Category: | Bargaining Unit – Full-time/Salary |

Program Overview

Toronto Seniors Helpline aims to provide access and navigation to services and supports for seniors (and those caring for them) in the Toronto Central LHIN through telephone calls and the Resource Matching and Referral (RM&R) system. Toronto Seniors Helpline assists with smooth transfers, improved coordination and access between the Community Service Sector, the Community Care Access Centres, hospitals, primary care and other parts of the health care system. Toronto Seniors Helpline is also a coordinated point of access for seniors' mental health and addictions crisis. Toronto Seniors Helpline staff screen and assess crisis calls in order to provide appropriate de-escalation and support as well as triaging to in-person crisis intervention/short-term crisis management or other appropriate referrals. Toronto Seniors Helpline is also integrated with the Crisis Outreach Service for Seniors (COSS) and the Toronto Central Community Care Access Centre.

Position Summary

The Toronto Seniors Helpline Team Member will have responsibility for routing and directing calls and referrals to appropriate local or LHIN wide agencies based on established protocols. This position is the first contact for seniors/older adults, caregivers, health care providers, and other stakeholders seeking service. Staff members on this phone line are responsible for offering crisis response, assessment, crisis de-escalation, safety planning, and intake for home and crisis service, information and referrals to appropriate resources. The staff is also responsible for ensuring that connection to services and other resources in the community happen as seamlessly as possible.

Hours of Work: 35 hours/week. The incumbent may be required to work weekends and be on-call.

Main Responsibilities:

- Respond to telephone, RM&R, and other referrals/requests for service and inquiries for information.
- Conduct initial screening using standardized assessment tools and implementing protocols to determine the most appropriate response to the call/referral.
- Assess risk and safety to determine the caller's level of risk to self or others.
- Provide supportive counselling, crisis de-escalation and telephone-based short-term case management services as appropriate.
- Utilize the RM&R electronic system as appropriate to make referrals to agencies.
- Work collaboratively with hospitals, other primary care agents, and community service providers to maintain a client-centred approach.
- Maintain appropriate documentation/case notes and client files.
- Keep accurate up-to-date statistical data for analysis and evaluation purpose and report data in a timely manner.
- Contribute to the development, improvement and evaluation of the service when required.
- Keep up to date on resources and search tools that can assist in supporting callers.
- Work closely and co-operatively with all partners.
- Perform other related duties as required.

Required Education and Registration:

- Bachelor Degree in Social Work or a Bachelor Degree in another field combined with a 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:

- Demonstrated experience working with older adults and caregivers, 2 years related experience in telephone counseling/support and crisis intervention experience.
- Demonstrated intake/triage experience and strong assessment skills.
- Self-directed and independent, but also experienced in working collaboratively with others
- Demonstrated customer service and interpersonal skills.
- Demonstrated experience in crisis response/intervention, supporting people with mental health/substance use and commitment to a harm reduction approach
- Demonstrated knowledge and experience in supporting older adults with geriatric issues such as dementia/responsive behaviours
- Strong ability to build relationships with a variety of individuals.
- Excellent oral and written English fluency.
- Excellent communication skills (verbal and written)
- Cultural competency with ability to communicate clearly with individuals from diverse ethno-cultural backgrounds and levels of abilities.
- Thorough knowledge and skills in the use of community resources.
- Strong administrative, organizational skills.
- Applied computer skills (MS Word, Excel, databases and Internet).
- Experience in outreach, public presentations and workshops.
- Demonstrated ability to exercise good judgment, flexibility and contribute to the effective functioning of a team
- Effective problem-solving and conflict management skills
- Demonstrated ability to follow policies, procedures and adherence to legislation
- Ability to communicate in a second language is an asset.
- Experience with RM&R is an asset.

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 Unit

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.