

March 23, 2021

Jewish Family Services Edmonton (JFSE) is seeking a **Community Support Case Manager** to join our team. This is a part- time permanent position for 15-20 hrs. /week. Our office is currently closed to the public due to the pandemic and the position will stay remote until the office re-opens.

General Description:

The Case Manager will implement, coordinate, and monitor the goals and action steps outlined in the service plan created by the Intake worker in collaboration with the client. They will advocate for the best interests and rights of clients throughout the entire working relationship to promote access to adequate resources and supports. They will work in a safe, efficient, and effective manner, to provide client-centered, strength-based and equitable services that empower clients. There may be potential expansion in this role dependent on funding and agency growth.

Reports to:

- Community Support Intercultural Facilitator
- Engagement and Development oversight from Executive Director
- Responsive and mutually accountable to other client-service staff

Specific Roles & Duties:

- Review clients' assessment, service plan, and file filled out by the Intake Worker to prepare to meet and work with new clients. Arrange a meeting to review the service plan and coordinate the next steps. Follow-up as required
- Facilitate client access to community resources, including housing, food, clothing, educational programs, vocational opportunities or services, providers to teach life skills, and mental health services.
- Maintain current and comprehensive knowledge of community resources through networking and community engagement, professional development. Communicate with community agencies or partners and identify additional or alternative services to provide referrals and maximize assistance for clients.
- Uphold clients' autonomy and self-determination and actively involve clients' in the decision-making process
- Advocate for the client inside and outside of the agency as requested.
- Maintain client records and statistical data required by the agency to monitor the services being provided by the employee and fulfill the requirements for accountability and confidentiality according to policy, and funders
- Cover Intake Worker's responsibilities in the case of vacation or sick leave.
- Proficiently use office equipment and communications programs, such as Zoom and Google Meets for meetings with clients, colleagues, and other agencies.

Qualifications:

- Diploma or degree in Social Work or related Human Services program (behavioural/social sciences or community services)
- And/or equivalent experience in case management or related services that have provided a sound understanding and knowledge of working with clients from diverse cultural and socio-economic backgrounds may also be considered
- Familiarity with current community resources
- Familiarity/understanding of Jewish culture and the Edmonton Jewish community would be an asset

Job Type: Part-time; 15-20 hrs. /week

Salary: \$20 to \$25/hour dependent upon education and experience

Work remotely: yes, during Covid closure

Office location: 100-8702 Meadowlark Rd Edmonton.

We thank all candidates for their interest. Only those under consideration will be contacted.

TO APPLY: Please submit an application by email (cover letter and resume) to tikunolam@jfse.org

Closing date: **April 5 2021**