

Date posted	Friday, September 11, 2020
Title	Adult Case Manager Urgent Response
Status	Permanent
Bilingualism	Essential
Location	Ottawa
Closing Date	September 25, 2020

Primary Focus

Reporting directly to the Director of Support Services, the Urgent Response Case Manager works to provide a time limited intervention and clinical support to individuals who deemed urgent by DSOER and referred to the urgent response mechanism, SCS Case Management. Any Urgent Situation is a situation in which an individual over the age of eighteen requires immediate support due to a *substantial* change/breakdown in his/her support needs or substantial change/ breakdown in his/her living situation that would result in a *significant* health and safety risk. In conjunction with partner programs, the Case Manager identifies and assists in gaining access to services and supports by completing referrals on the individual's behalf to the requested community resources, as per agency protocols where applicable. The Case Manager educates and enables individuals and their families to become as independent as possible in their ability to carry out the actions as outlined in the plan.

The Urgent Response Case Manager will provide intensive case management and transfer the file back to DSOER once the situation has been deescalated. As part of the Adult Case Management Team, the Urgent Response Case Manager will be expected to contribute and respond to the volume of service. Her/his colleagues are expected to support the urgent response case manager and act as her/his back-up. The Urgent Response Case Manager will serve as an expert/consultant to his/her colleagues; will support the provision of intensive case management.

Main Responsibilities

- Manages the Urgent Response referrals process in a timely manner by reviewing all pertinent information and assessing the appropriate next steps.
- Provides clinical (Urgent Response) intervention to clients and families through short term planning to stabilize the immediate needs.
- Requests to convene the Urgent Response Committee to consult where resolution requires community direction and collaboration. Acts as an advocate on behalf of clients and their families.
- Provides ongoing consultation to all agencies involved in the plan.

- Coordinates / attends case conferences with the individual and their support network as needed.
- Creates/contributes to an action plan for access to available resources
- Contributes to the collection of statistical data on the Urgent Response process.
- Presents to other agencies or service partners, as required, on the role of the Urgent Response process at Service Coordination for People with Developmental Disabilities.
- Maintains the accuracy and integrity of information contained in case files and Service Coordination for People with Developmental Disabilities database in accordance with the established standards; provides input / data and statistical analyses as required.
- Meets with community partners to review, analyze and assess expected outcomes of service delivery.
- Documents outcome-based goals of referral.
- Identifies gaps and needed modification in services and bring these to the attention of planners (Pressures and Priorities Table & TPSC).
- Establishes a supportive, trusting relationship with the client as the primary basis for all other services.
- Orients clients to the service, the service delivery model, and agency affiliations.
- Maintains working knowledge of and liaises with community agencies and resources for continuous improvement to programs.
- Conducts and participates in research appropriate to organizational programs for leads to enhance client services and resources.
- Performs other duties as assigned.

Knowledge and Skills

- A minimum of 5 years of progressively related experience in developmental services and mental health.
- A Bachelor's degree in Social Services or DSW.
- Excellent communication and interpersonal skills.
- Must have strong analytical, reasoning, presentation and facilitation skills.
- Strong understanding of requirements for coordination of services across multi-agencies and Ministries of Health, Social Services and Education.
- An ability to deal with all levels of organizations.
- Knowledge of the services available for adults with physical, developmental, mental / emotional disabilities, and case management.
- Professional with excellent negotiating skills and an ability to express opinion in a firm manner demonstrating good judgment.

- Knowledge of the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA) regulation 299/10, and the Mental Health Act is a requirement.
- Bilingual in both official languages (written and verbal) is essential.
- Excellent organizational and time management skills to meet scheduled deadlines.
- Ability to work in a fast paced environment and handle a number of issues simultaneously.
- Proficient in the use of Microsoft Office Suite including Word, Excel, PowerPoint, Outlook and Internet.
- Must have a valid driver's license and access to own vehicle for business travel

Core Competencies Required

- Advocating for Others;
- Collaboration;
- Creative Problem;
- Fostering Independence in Others;
- Initiative;
- Interpersonal Relations & Respect;
- Relationship/Network Building;
- Self-Development;
- Strategic Thinking;
- Resilience;
- Self-Control;
- Service Orientation;
- Values and Ethics

Working Conditions

Working conditions are normal for an office environment and working with clients in their home. Business hours are regular with some overtime when required. Attend meetings locally and potentially regionally.

Accommodations

Service Coordination (SCS) has an accommodation process in place and provides accommodations for candidates and employees with specific needs. If you require specific accommodations, please contact the Human Resources Advisor of SCS so that we can make arrangements to provide appropriate accommodations for you.

As the ideal candidate you are a self-starter with excellent interpersonal skills who works well in a team environment. Qualified candidates may submit their resumes, along with

a cover letter quoting Competition Number 2020-09 no later than Friday, September 25, 2020, at 4:30pm to [Human Resources](#)

While we appreciate all responses, only candidates under consideration will be contacted. We kindly ask not to send in duplicate copies of your resume.