

## INTERNAL JOB POSTING

<b>Date posted</b>	Wednesday, May 30, 2018
<b>Title</b>	Case Manager, Adult Services
<b>Language</b>	Bilingual essential
<b>Status</b>	1 Contract ending December 31, 2019 - French essential
<b>Location</b>	Ottawa
<b>Closing Date</b>	Friday, June 15, 2018

Service Coordination for People with Developmental Disabilities (SCS) is a not-for-profit bilingual organization managed by a volunteer Board of Directors which works with and for families and people with intellectual disabilities residing in the region of Ottawa. SCS serves adults and children by providing information and referral services and case management support. An important goal is to empower families/individuals to make informed choices about the supports they seek.

### **Primary Focus**

Reporting directly to the Supervisor of Adult Services, the Case Manager is responsible for the coordination of services to eligible adults with a developmental disability with the participation of the individual/family. Through the Plan of Service, the Case Manager provides information, identifies and assists in gaining access to available unfunded services and supports by completing referrals on the adult's behalf to the requested community resources, as per legislation and agency protocols where applicable. The Case Manager educates and enables individuals / families to become as independent as possible in their ability to carry out the actions as outlined in their own Plan of Service.

### **Main Responsibilities**

- Completes the intake function and all of its related documentation requirements as applicable.
- If ongoing involvement is required, the Case Manager develops according to DSOER's assessment and, with the participation of the individual / family / support network, a person-centered Plan of Service to assist the adult in accessing services and/or supports where available in the community.
- Facilitates transition planning for 18+ year olds in collaboration with individuals / families, community partners and schools.
- Assists the individual / family by providing the information and referral support to individual / family in order to access appropriate services and supports for the individual in the community.
- Coordinates / attends case conferences with the individual / family and/or other agencies to support the individual / family as needed.

- Acts as an advocate on behalf of clients and their families.
- Maintains the accuracy and integrity of information contained in case files and the agency's database in accordance with established standards; provides input/data and statistical analyses as required.
- Attends monthly case reviews and intake debriefs with Adult Supervisor for clinical support and receives direction as needed.
- Evaluates and recommends to the Adult Supervisor when case management services are no longer required.
- Participates in system initiatives as it relates to Adult services.
- Promotes awareness of SCS by participating in agency presentations to parent groups, schools and other agencies, as requested.
- Follows and applies policies and procedures and relevant protocols.
- Performs other duties as assigned

### **Knowledge and Skills**

- A minimum of 3 years of progressively related experience.
- A Bachelor's degree in Social Services.
- Excellent interpersonal skills.
- Must have strong analytical, reasoning and facilitation skills.
- Strong understanding of requirements for coordination of services across multi-agencies and Ministries.
- Knowledge of the services available for adults with development disabilities, and case management.
- Knowledge of the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA) regulation 299/10, and the Child and Family Services Act (CFSA) is a requirement.
- Excellent verbal and written communications skills in both French and English, and strong business writing skills are **required**.
- 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 a vehicle for business travel.

### **Core Competencies Required**

- Advocating for Others
- Collaboration
- Creative Problem-Solving & Decision-Making
- 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 2018 - 07 no later than Friday, Friday, June 15, 2018 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.*