

Job Description

POSITION:	Case Manager
ACCOUNTABILITY:	Team Supervisor – Jordan’s Principle
CLASSIFICATION:	Full-time Contract – to March 31, 2020
DATE APPROVED:	

JOB PURPOSE

Reporting to the Program Manager, the Case Manager has primary responsibility to act as a focal point for the children and families across the seven North Shore First Nation communities. In particular the Case Manager provides service coordination and planning in cooperation with other agency personnel related to children in care and children not in care of the agency.

KEY JOB FUNCTIONS

Program Support

In collaboration with the Team Supervisor – Jordan’s Principle, the Case Manager will apply all Department of Indigenous Services Canada and Jordan’s Principle service related funding definitions and Agency coordination and planning activities related to service planning for the children and families that we serve.

- Familiarize self with all Department of Indigenous Services Canada documentation related to the Canadian Human Rights Tribunal and Jordan’s Principle
- Familiarize self with agency Jordan’s Principle, service coordination and planning – service work flow processes and make recommendations to modify the process to the Program Manager
- Apply agency service coordination and work flow process from intake, ongoing case management and discharge in conjunction with agency mandated and non-mandated programs
- Act as a liaison and provide education and information sessions to agency staff in relation to Jordan’s Principle
- Manage service related data collection processes as defined by senior management
- Work in collaboration with assigned finance department staff to ensure that all financial claims related to Jordan’s Principle are processed and managed according to agency policy and procedures

Interagency Participation

To actively participate in internal, external, local, regional or committees/groups in support of coordinating programs and services to the First Nations.

- Participate in internal or external committees as required or requested
- Liaise and work effectively with the communities served, service providers, collateral agencies and organizations, elders

Administration

To complete administrative functions and adhere to all Agency policies, procedures and relevant practices.

- Formalize monthly reports in collaboration with the Program Manager that report Jordan’s Principle service coordination service review, analysis and referral activity and service gaps related to mandated and non-mandated service areas of the agency
- Ensure confidentiality and safe keeping of all Agency documents and records
- Develop and maintain work files that are accurate, up-to-date and concise
- Work in compliance with the Occupational Health and Safety Act and any other legislation
- Prepare and submit monthly reports, attendance records and travel expense claims
- Follow the Agency’s Human Resource, Finance and other Policies and Procedures in the performance of duties

Other Duties

- Develop and submit proposals as required

- Other duties as required and assigned

QUALIFICATIONS

Minimum Education

- Bachelor of Social Work Degree
- Minimum requirement of a college diploma in Human Services

Minimum Experience

- Two (2) years' experience coordinating and/or managing social programs and services
- One (1) year direct service experience with children and families
- Experience working with aboriginal people, organizations and communities

Knowledge Requirements

- Knowledge of First Nation communities and structures
- Knowledge of local services available to children and families
- Knowledge of CWIS and CIMS
- Knowledge and understanding of the Child Youth and Family Services Act
- Knowledge, understanding, respect and sensitivity of Anishnawbek culture, traditions and the Seven Grandfather Teachings

Special Skills

- Excellent interpersonal skills
- Excellent case management and coordination skills
- Excellent mediation skills
- Excellent conflict resolution skills
- Excellent problem solving skills
- Excellent oral and written communication skills
- Excellent organizational skills
- Excellent time management skills
- Excellent computer skills with MS Office software
- Ability to work independently and within a team environment
- Ability to deal with difficult and conflicting situations
- Ability to use good judgment and consistently display a positive and helpful attitude
- Ability to take initiative and meet deadlines
- Ability to work flexible hours including unplanned overtime
- Ability to adapt to and manage change
- Ability to work with confidential and highly sensitive and personal information
- Proven ability to work with First Nation communities and people
- Ability to understand and speak Anishnaabemowin is a definite asset

Other Requirements

- Must provide a clear Police Records Check with Vulnerable Sector Check
- Must have a Class 'G' Ontario Driver's License, access to a vehicle and be able to travel
- Must have \$1M automobile insurance

WORK SITE LOCATION

Location to be determined.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Case Manager will typically be in an office setting. The Case Manager is frequently required to operate a computer, file and retrieve written documents and work over time when required

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or during emergency situations. The physical demands include but are not limited to: standing, sitting, walking, lifting, carrying and reaching, handling, kneeling, crouching and bending. The Child Welfare – Coordinator will be required to travel to meetings in the province of Ontario.

Administrative positions can be mentally challenging. The administration of social work programs can be mentally and emotionally challenging. As a result, this position is more mentally challenging than physical. There will be extended periods of sitting for administrative purposes or to attend meetings.

Non-physical demands include a work environment where the noise level is usually quiet to moderate, but may be loud on occasion. The nature of the position may expose the Case Manager to high levels of tension when dealing with issues. The level of tension is usually moderate with high levels of tension occurring on occasions.

TECHNOLOGY & EQUIPMENT

Computer, Photocopier, Telephone, Cell Phone, Fax Machine.

KEY RELATIONSHIPS

Internal

The position requires interaction with the Director of Services, Protection and Resource Managers, Supervisors, co-workers and other staff.

External

The Case Manager will interact with First Nation Community’s and other staff, community service providers and other agencies.

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned.

SIGNATURE

This is to acknowledge that I have received a copy of this job description and understand its contents.

Signature of Employee

Date