

Job Posting

Job Title:	Manager, Client Support Services	Status:	Full-time; permanent; 28 hours per week
Department:	Seniors	Union:	Excluded
Posting Date:	May 15, 2018	Job #	#18-SRS-11
		Closing	4:00pm on Wed., May 30, 2018

Dixon Hall Neighbourhood Services is multi-service agency located in the heart of east downtown Toronto. For 87 years, we have been touching the lives of thousands of our community's most vulnerable residents by providing a range of programs and services across every stage of life.

Dixon Hall Neighbourhood Services (DHNS) Seniors Services is currently welcoming applications from qualified applicants for the position of Manager, Client Support Services. Reporting to the Director of Senior Services, the Manager, Client Support Services is responsible for the development, implementation, and coordination of case management services to clients in assigned portfolios and will actively participate in a wide-range of community collaborations and advocacy initiatives. This role will also be responsible for the operations, financial management, and program development and service delivery of the Settlement Services Program.

Key Duties and Responsibilities:

- Implement and monitor approved Client Case Management system across the Seniors Department; develop and recommend policies and procedures.
- Ensure high quality, inclusive, client-centred, accessible and culturally competent services which are responsive to the needs of clients and the community.
- Provide support and guidance to staff with complex client situations.
- Maintain current knowledge of trends in the delivery of services to seniors, marginalized individuals, adults with disabilities and illnesses, mental health and addictions and housing.
- Provide direct services to clients or community members as necessary.
- Management of effective delivery of services to clients in assigned portfolio.
- Coordinate regular case consultation and administrative meetings with staff (one-to-one and team), which are focused around supporting, servicing and troubleshooting issues as they arise and provide feedback on quantitative and qualitative performance.
- Develop required reports for external funders, submitting them on time and in required formats.
- Act in a leadership capacity in the development of community partnerships with other service providers and other community agencies.

Other duties as reasonably assigned from time to time.

Qualifications:

- Masters of Social Work is preferred; equivalent combination of education and experience will be considered.
- Minimum 5 years' experience in coordinating/supporting case management activities.

- Knowledge and demonstrated experience in working with populations who face multiple barriers.
- Minimum 5 years' experience leading and managing in a direct practice environment.
- Experience in database management and in the administration of assessment tools.
- Proficient with MS Office Suite (including Word, Excel, PowerPoint and Outlook).
- Strong English verbal and written language communication skills; fluency in a second language will be considered an asset.
- Excellent communication skills with a strong ability to exchange knowledge.
- Superior written and verbal communication skills, conflict resolution, and creative problem-solving abilities; flexibility and adaptability to change facilitation.
- Good knowledge of community resources.
- Knowledge of gerontology, housing and mental health and addiction issues related to working with an aging population.
- Knowledge and experience in settlement service issues.
- Experience using the inter RAI CHA provincial assessment tool in working with seniors.
- Able to manage multiple projects and deadlines, prioritize and take initiative.
- Strong leadership and interpersonal skills; able to work collaboratively and strategically with colleagues and service providers.
- Able to provide a satisfactory Vulnerable Sector Police Background Check.
- First Aid/CPR certification will be considered an asset.

To apply, please email your resume and cover letter as a single Word or pdf document to hr@dixonhall.org no later than **Wednesday May 30, 2018 at 4:00pm** quoting File #18-SRS-11 in the email "Subject" line.

Internal Applicants please mark "internal" on envelope and/or put same in the subject line if applying by email.

Dixon Hall Neighbourhood Services is committed to developing an inclusive selection process and work environment. If contacted for an interview, please advise the hiring manager if you require any accommodation during the interview process. The hiring process is governed by Dixon Hall Neighbourhood Services Race Relations and Employment Equity Policies.