

Job Posting

Job Title:	Client Intervention Worker	Status:	Part-time, (20 hrs/wk. or less)
Department:	Settlement Services	Union:	Included (CUPE Local 2497)
Salary Level:	Level 3	File No.:	#19-SS -16
Posting Date:	May 27, 2019	Posting Close:	June 10, 2019 (4:30 p.m.)

Dixon Hall Neighbourhood Services is multi-service agency located in the heart of east downtown Toronto. For 90 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.

Reporting to the Manager, Client Services, and the **Client Intervention Worker** will support Mandarin speaking seniors and other seniors in the community who require support to improve their quality of life. This assistance is provided through a variety of programs and services.

Summary of Responsibilities

- Offer case management services to seniors and their family members who require tangible assistance, emotional support, counseling and referral.
- Advocate for seniors who are vulnerable and receive unfair treatment, to work together with them for solutions.
- Develop assessment and develop working plans together with the seniors, make necessary intra and inter agency referrals.
- Collaborate with other human service organizations to promote the quality of independent living of the seniors.
- Maintain and update service statistics, to document service needs and service gaps where appropriate.
- Conduct initial and annual inter RAI CHA assessments.
- Maintain accurate and appropriate client assessment reports and documentation for statistics and files.
- Provide information for funder reports as necessary
- Maintain client files.
- Work collaboratively with the Seniors' Services department staff, other Dixon Hall staff and departments and volunteers.
- Operate in an effective, efficient and client focused manner to achieve the best outcomes for clients.
- Actively participate in department and agency meetings and events.
- Meet regularly with Manager to discuss individual, team and the overall effectiveness of client services

MINIMUM QUALIFICATIONS/SPECIFICATIONS:

- B.S.W., gerontology or related training and experience.
- 3-5 years experience working with seniors with a specific focus on individual advocacy, housing placement arrangement, referrals, and case management.
- Experience working with volunteers.
- Excellent knowledge of issues affecting seniors who live in downtown Toronto.
- Strong written and verbal English and Mandarin language skills a requirement; fluency in additional languages will be considered an asset.
- Ability to speak conversational Cantonese an asset.
- Experience with conducting inter RAI CHA assessments an asset
- Must be qualified to work in Canada.
- Must be able to provide a satisfactory Vulnerable Sector Police Background screening report.

To apply, please email your resume and cover letter as a single Word or PDF document to hr@dixonhall.org before **June 10, 2019 at 4:30 p.m.** quoting File #19-SS-16 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.