



EMPLOYMENT OPPORTUNITY

Case Worker (ALS/FSRS) Level I

KSCS is seeking a highly skilled & experienced individual who is responsible to provide counselling and support to clients and families of Assisted Living Services.

Under the supervision of the Manager/Clinical Supervisor of ALS, the Case Worker works with clients and families living with developmental delays and or mental health issues. General duties include intake services, assessments/reassessments, the development and maintenance of individual service plans, works with families and within an interdisciplinary team setting.

Required Education & Experience:

- University (Bachelors) in social work with one (1) to three (3) years of work related experience in the field of Special Needs and or Mental Health.
- College program in social work or other social science or health-related discipline, with three (3) to five (5) years previous work experience in the field of Special Needs and or Mental Health.
- Experience and working knowledge conducting assessments, evaluations and completing Integrated Service Plans.
- A valid driver's license and access to a vehicle.

Status: Indefinite full-time position, with a 6-month probationary period.

Salary: Starting at \$31.75/hour.

Schedule: 35 hrs/week; must be willing to work flexible hours as necessary.

If you believe you possess all the requirements listed in the full job description for this position, and you wish to pursue a rewarding career with excellent benefits at KSCS, please forward your complete application to:

KSCS Human Resources at humanresources@kscskahnawake.ca. You must include a resume, letter of intent, along with your completed application form and required documents as specified within the application form. Full job descriptions are available at www.kscs.ca. Call 450-632-6880 for more info.

Deadline to apply is: Open until filled.

GENERAL INFORMATION

Code:	FLS11
Job Title:	Case Worker (ALS/FSRS) Level I
Department:	Family Services, Assisted Living Services (ALS)-Family Support Resources Services (FSRS)
Date of Job Description:	February 3, 2017
Date of Revision:	November 17, 2023
Job Reports To:	Manager/Clinical Supervisor of ALS

JOB DESCRIPTION SUMMARY

Under the supervision of the Manager/Clinical Supervisor of ALS, the Case Worker works with clients and families living with developmental delays and or mental health issues. General duties include intake services, the development and maintenance of individual service plans, works with families and within an interdisciplinary team setting.

With general management supervision, independently applies learned skills and knowledge associated with the job family to complete diverse, moderately complex assignments within defined policy and according to objectives.

Under general supervision operates as part of a team to help individuals, couples, families, groups, communities and organizations develop the skills and resources they need to enhance social functioning and achieve optimum holistic health. Provide crisis counselling, therapy, education and referral to other social resources. May work closely with mental health specialists, clinicians, and/or school counsellors. May perform some of the following: interviewing, screening and assessment, evaluation and investigation. Provides counsel and therapy to resolve social and personal problems. May specialize in fields of practice, such as child welfare, family services (traditional and conventional), gerontology, disabilities, mental health and addictions.

May be required to liaison with and interpret court directives. Works with clients to ensure adherence to specific court orders and may manage 3rd party financial administration.

Decisions based on significant analysis & interpretation within policy. Modifies methods, techniques & procedures to achieve results. Has full autonomy to deliver to predefined accountabilities. Technical output is trusted as accurate & sound.

CORE RESPONSIBILITIES AND DUTIES

Core Responsibilities	Duties
Determines the client & family needs and provide services.	<ul style="list-style-type: none"> ➤ Conducts initial screening of individuals clients to determine handicap and services needed. ➤ Maintains consistent consultation with other professionals during crisis interventions. ➤ Conduct ISP meetings for all members of the multi-disciplinary teams. ➤ Ensures Integrated Service Plans (ISP) is updated when changes occur in clients situations. ➤ Develops and implements Integrated Service Plans from a special needs/mental health perspective. ➤ Requests and assists coordination for respite. ➤ Designs, develops, and implements skill building, therapeutic or support groups, with the collaboration of internal/external partners. ➤ Provides support and counselling to clients admitted to a health facility for short-term care. ➤ Follows up with Home Care/Mental Health Nurses for continuum of care. ➤ Accompany clients to appointments when necessary. ➤ Provides education, supportive counselling and follow-up for clients and their families living with disabilities, developmental delays and mental health issues. ➤ Works with families to ensures long-term planning for family member with developmental delay. ➤ Provides crisis intervention (short and long-term). ➤ Conducts group services on issues related to disabilities, developmental delays and mental health issues.

	<ul style="list-style-type: none"> ➤ Provides after hours services when required. ➤ Research new and improved methods for care. ➤ Advocates on behalf of clients.
Provides liaison and follow up services for clients.	<ul style="list-style-type: none"> ➤ Networks with internal and external resources on behalf of the client. ➤ Makes necessary referrals to services internal/external to the community as appropriate to clients' needs. ➤ Determines needs for foster and institutional care. ➤ Acts as Third Party Administration for clients when appropriate which includes: OAP cheques, monthly bills, monthly /weekly allowances and budgeting. ➤ Provide support which includes but not limited to activities of daily living (transportation, shopping, banking, life skills, etc.). ➤ Collaborates with associated agencies for recreational and employability opportunities to meet the needs of the client. ➤ Serves as liaison to clients, who are unfamiliar with outside resources, i.e.: Benefits Canada, Services Canada, Income tax, lawyers, etc. ➤ Participates on and supports ad hoc working groups formed for the purpose of improving service delivery. ➤ Submits reports for court and attends court should the need arise and where appropriate and relevant to a case.
Acts as the Case Manager when assigned this role.	<ul style="list-style-type: none"> ➤ Manages the coordination of overall case duties when required for multi-disciplinary services. ➤ Ensures effective follow up and reporting to all assigned case team members. ➤ Ensures proper referrals, internal or external requests, assessments, briefings and updates are given to all team members assigned to the case. ➤ Participates in case conferences, clinical supervision and family meetings as required. ➤ Provides specific facilitation for cases, individual or family meetings, community service, and any other activity associated with the client.
Maintains an accurate accounting of records.	<ul style="list-style-type: none"> ➤ Records all required information of all assigned cases in Case Management Recording System. ➤ Reviews the entries from team members within his/her assigned cases. ➤ Maintains up-to-date client files. ➤ Assists clients and submits necessary documents on behalf of clients for administrative purposes, such as registration forms, birth certificates, passports and Medicare documents.
Performs conflict resolution as required.	<ul style="list-style-type: none"> ➤ Performs intensive, non-violent crisis interventions as needed for assigned cases, covering cases and emergency situations. ➤ Due to the conflictual nature of work, the Case Worker often encounters anger, hostility and negativity. It is important for the worker to work through these feelings and ensures that they are also protected. ➤ Assists families in resolving conflict. ➤ Acts as a mediator, if required, within family situations when conflict resolutions will be attempted. ➤ Makes appropriate referrals to allow families the opportunity to resolve his/her conflicts. ➤ Ensures the safety and development of the client is not compromised during conflicts resolutions.
Performs any other job-related duties as may be required by the immediate Supervisor.	

COMMUNICATIONS	
Team Work:	➤ Occasionally requires a level of collaboration & cooperation to get work or projects complete.
Advising:	➤ Frequently provides information that must be understood and explained.
Training:	➤ Occasionally trains stakeholders or clients.

ENVIRONMENTAL FACTORS	
Types of Schedule:	➤ Regular work week, occasional flex
Stress Factor:	➤ High stress in job.
Deadlines:	➤ Numerous and tight deadlines.

ACCOUNTABILITY

- To provide services in a manner consistent with KSCS Mission Statement and Personnel Policy Manual.
- To provide professional, trustworthy and tactful support and counselling.
- To deal with the clients, other service providers and the court system when necessary, in a respectful and diplomatic manner with empathy and cultural sensitivity.
- To maintain positive relationships and work constructively with all community agencies, organizations and individuals dealing with developmental delays and mental health issues.
- To ensure cases are accurately recorded, in a timely manner, and are working within a multi-disciplinary team approach.
- To administer all necessary paperwork including case records, case summaries, time and expense sheets with accuracy and in a timely manner.
- To maintain confidentiality.

QUALIFICATIONS

Education and Experience	<ul style="list-style-type: none"> ➤ University (Bachelors) in social work with one (1) to three (3) years of work related experience in the field of Special Needs and or Mental Health. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ➤ College program in social work or other social science or health-related discipline, with three (3) to five (5) years previous work experience in the field of Special Needs and or Mental Health.
Skills and Requirements	<ul style="list-style-type: none"> ➤ Experience and working knowledge conducting assessments and evaluations and developing service plans. ➤ Knowledge in maintaining a clinical file. ➤ Knowledge and experience in leading a case conference. ➤ Ability to handle conflict situations. ➤ Ability to perform non-violent crisis interventions as needed. ➤ Strong organizational, office, time management skills with ability to meet deadlines. ➤ Ability to multitask and excellent decision-making skills. ➤ Good knowledge and understanding of the issues facing the community and its present and future needs. ➤ Good knowledge of computer programs (MS Word, Excel, etc.). ➤ Ability to continuously travel locally and outside of the community. ➤ Ability to deal with moderate to high stress. ➤ Ability to work flexible hours, evenings and/or weekends to meet the needs of the client. ➤ Valid drivers' license and access to a vehicle are a requirement. ➤ Lifestyle must reflect that of a positive role model.
Assets	<ul style="list-style-type: none"> ➤ Knowledge of Kanien'keha. ➤ Knowledge of French.

Immediate Supervisor

Incumbent

Date