

## INTERNAL & EXTERNAL JOB POSTING

Date posted	Friday, April 6, 2018
Title	Case Manager, Children's Services
Status	Full time, permanent
Language	Bilingualism Essential
Closing Date	Friday, April 20, 2018

Service Coordination for People with Developmental Disabilities (SCS) is a not-for-profit bilingual organization managed by a volunteer Board of Directors. SCS helps people with a developmental disability and their families who reside in the Ottawa region. SCS serves adults and children by providing information, referral services and case management support. One of our important goals is to empower families/individuals to make informed choices about the supports they seek.

Reporting directly to the Supervisor of Children's Services, the Case Manager is responsible for the coordination of services to eligible children with a developmental disability and / or autism spectrum disorder with the participation of the individual/family. Through the Plan of Service, the Case Manager identifies and assists in gaining access to services and supports by completing referrals on the child's behalf to the requested community resources, as per 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 / child's Plan of Service.

### Responsibilities

- Initiates and completes the intake function and all of its related documentation requirements as applicable.
- If ongoing involvement is required, the case manager develops, with the participation of the individual/family/support network, a goal-oriented Plan of Service to assist the family in accessing services and/or supports where available in the community.
- Facilitates transition planning for 14-18 year olds in collaboration with families and the child's school.
- Assists the families by providing the information and referral support to families in order to access appropriate services and supports for their child in the community.
- Coordinates / attends case conferences with the family and/or other agencies to support the child/family as needed.
- 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.

- Assists in the development of the re-integration plan for children identified by CAS or MCYS in partnership with all parties, adhering to existing protocol.
- Attends monthly caseload reviews with Children's Supervisor for clinical support and receives direction as needed.
- Evaluates and recommends to the Children's Supervisor when case management services are no longer required as per the functions of case management.
- Participates in system initiatives as it relates to children's services.
- Promotes awareness of SCS by participating in agency presentations to parent groups, schools and other agencies, as requested.

## **Qualifications**

- A minimum of 3 years of progressively related experience.
- A Bachelor's degree in Social Services or the equivalent.
- 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 children with development disabilities, and case management.
- Knowledge of the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008, and the Child and Family Services Act (CFSA) is a requirement.
- Bilingualism preferred.
- 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 own vehicle for business travel.

## **Core Competencies**

- Advocating for Others
- Collaboration
- Creative Problem-Solving & Decision-Making
- Fostering Independence in Others
- Interpersonal Relations & Respect
- Relationship/Network Building
- Self-Development
- Strategic Thinking
- Resilience

- Self-Control
- Service Orientation
- Values and Ethics

### **Working Conditions**

Work is normally completed within a standard office but also requires some travel to attend meetings locally, regionally and provincially. There are frequent interruptions, tight deadlines and changes in priorities.

### **Accommodations**

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 - 03 no later than Friday, April 20, 2018 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.