

Bringing care and community together / Jumeler soins et collectivité

INTERNAL/EXTERNAL POSTING

RURAL SERVICE COORDINATOR - COMMUNITY SUPPORT SERVICES **3 Days per week – rural based – 12 month contract starting January 2018**

Scope of Position

As part of a multi-disciplinary team that addresses issues related to supporting independent community living for older adults and adults with physical disabilities. This position is responsible for the delivery and coordination of a range of community and social services for older adults/adults with physical disabilities in West Ottawa.

Reporting to the Team Manager, the Service Coordinator's direct service responsibilities include:

- Receive and assess referrals to programs, completing required assessment and intake processes and procedures;
- Providing assessment, planning, intervention and follow up services information and referral information to clients and caregivers through telephone contacts, home visits, off site service provision and on a walk-in basis
- Educate and advocate for care and services, on an individual and community level as it relates to transitions of care and community support across and between sectors of the health and social support systems
- Providing ongoing care coordination to all clients accessing services
- Assess client eligibility for service delivery related to Meals Delivery, Transportation, Service Arrangement, Foot Care, Visiting Social/Safety and Social/Congregate Dining
- Providing initial contact to all new clients to Community Support Services, establishing rapport, assisting in identifying needs and providing information about services
- Assess level of risk, degree of vulnerability and follow-up required
- Develop, implement, maintain and evaluate appropriate safety and security measures for clients, caregivers and volunteers
- Link individuals and families with appropriate service providers and/or community resources through a "warm handoff process".
- Assist clients with accessing services such as Home and Community Care, Long Term Care placement, Retirement homes, other personal care, housing, health care system navigation, etc...
- Facilitate programs, education and support groups
- Provide counseling and support to clients and caregivers, as required, as well as follow up
- Communicate and liaise with community partners to ensure effective provision of service delivery
- Support volunteers;
- Manage electronic data management system

The Service Coordinator is also responsible for advocacy, community education, coordination of policy, training and development, administrative and evaluation of tasks.

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Education and Experience

- B.A., B.S.W. or SSW with a major in Gerontology, Counselling, Community Support, Dementia Studies or equivalent in education and training
- Minimum two years' experience in social and health services working with older adults and/or persons with physical disabilities
- Demonstrated ability to work with rural communities
- Experience working with and managing volunteers considered an asset
- Knowledge of and commitment to community based model of social work intervention, principles of health equity.
- Public speaking and public education skills
- Knowledge of and familiarity with the continuum of care services including community, social and health services and long term care
- Strong organizational and communication skills
- Ability to travel throughout Ottawa, especially rural areas
- Experience in program development, delivery and evaluation
- Valid driver's license, access to a vehicle, adequate insurance coverage

Language Competencies

- Ability to communicate fluently in English, spoken and written;
- Ability to communicate fluently in French spoken and written an asset
- Ability to communicate in a third language considered an asset

SALARY / HOURS

- Starting Salary \$41,517 (prorated to hours worked)
- 21 hours per week
- position based in our rural hubs
- Ability to work flexible hours.

Please submit your résumé by **4:30 pm on Thursday December 21, 2017**, via email to:

Janice Weir, CHRL, CHRP
People Services Manager
Western Ottawa Community Resource Centre
2 MacNeil Court, Kanata ON K2L 4H7
E-mail: careers@wocrc.ca

INTERVIEWS WILL BE HELD THE WEEK OF JANUARY 8, 2018