



Job Posting

Case Coordinator, Keele-Rogers Site Permanent, Full time (35 hours per week)

Unison Health and Community Services is a non-profit, community-based organization that serves neighbourhoods in North West Toronto. Operating out of five locations, Unison offers core services that include primary health care, counselling, health promotion, Early Years programs, legal services, harm reduction programs, housing assistance, adult protective services, Pathways to Education and Diabetes Education Centre. Unison's mission is working together to deliver accessible and high quality health and community services that are integrated, respond to needs, build on strengths and inspire change.

Unison Health and Community Services are committed to working from an inclusive, pro-choice, sex positive, harm reduction, anti-racist, anti-oppression and participatory framework.

Unison Health & Community Services is seeking an experienced professional to join its Case Coordination team. Reporting to the Clinical and Allied Health Site Manager, Keele-Rogers Site, the Case Coordinator, in partnership with the clients, will be responsible for intake and orientation of new clients, assessing the impact of the determinants of health on their wellbeing and developing a comprehensive plan of action to address clients' needs. Responsibilities will be carried out in accordance with the vision, mission and values of Unison.

Job-Specific Responsibilities

- Provide client intake and orientation to new clients.
- Assess the nature of difficulty being experienced by the client using a comprehensive approach to assess the impact of the determinants of health on wellbeing and develop a plan of care to meet the client's needs.
- Advocacy and referral to internal and external programs /agencies as required;
- Provide short term counselling and guidance to clients on: housing, social assistance, immigration and adaptation, income security, family support and food security.
- Develop a plan of intervention for clients who present with issues of abuse.
- Be familiar with services and programs in the community and share this information with the community and organization as appropriate.
- Act as a resource for community groups/members by providing consultation, referrals and information.
- Support advocacy related to community issues when required.
- Participate in Quality of Care chart audits across sites as required by the organization.

Job-Specific Qualifications

- Previous experience in health, social service or related field.
- Knowledge of health and social service agencies and resources.
- Skills and experience in supportive short-term counselling.
- Undergraduate degree in social services or equivalent experience.
- Demonstrated knowledge and experience in group work and community development.
- 3-5 years' experience in a community-based setting;
- Demonstrated knowledge of, and sensitivity to, the impact of social, economic, environmental and cultural issues on diverse communities.
- Knowledge of issues affecting communities facing barriers to access in an urban environment.
- Experience serving Unison's priority populations (seniors with complex needs, people with mental health & addiction issues, LGBTTTQ+, and youth facing barriers).
- Excellent interpersonal, communication and organizational skills, including computer literacy;
- Excellent English communication skills, both written and verbal, with individuals and groups; knowledge of a second (or more) language and culture is an asset.
- Ability to work flexible hours and in a fast paced environment.

Interested candidates are asked to submit a résumé with covering letter by 9:00 a.m., October 20, 2017 to:

Hiring Committee – Case Coordinator
Unison Health and Community Services
Toronto ON
hirings@unisonhcs.org

Please cite UN_2017_040 in the subject line of the email

We welcome applications from people who are reflective of the diverse communities we serve, including those who might need accommodation.

Where needed, accommodations for applicants with disabilities will be provided, on request, to support their participation in all aspects of the recruitment process.

While we thank all applicants for their interest, only those selected for interview will be contacted.