



WoodGreen Community Services *Job Posting*

Our Vision:

A Toronto where everyone has the opportunity to thrive

Crisis Outreach Worker Competition #2019-16-CC

Employment Type:	Casual, Bargaining Unit
Work Hours:	Fluctuating
Salary:	F1 - \$22.06/hour
Application Deadline:	Open until filled. Applications will be reviewed upon receipt.

Who We Are

A United Way Anchor Agency, WoodGreen combines significant scale and a proven track record with an entrepreneurial mindset, continuously seeking and developing innovative solutions to critical social needs.

Now in our 81st year, we are one of the largest social service agencies in Toronto, serving 37,000 people each year. We're a group of diverse individuals who value respect, excellence, compassion, integrity, and team work.

Visit www.woodgreen.org to learn more about who we are and what we do.

Program Overview – Crisis Outreach Service for Seniors, Community Care

This program works on behalf of WoodGreen in an inter-agency, multi-disciplinary Crisis Outreach Service for Seniors with mental health and addiction issues. This service is offered through a partnership between WoodGreen, Haven Toronto, South Riverdale Community Health Centre, Reconnect Community Health Services, and LOFT Community Services with the goal of ensuring a continuum of care for seniors with mental health and substance use issues.

What You Will Do

- Participate in crisis shifts; going out to visit clients in their homes or other community locations with a partner.
- Assist with assessing client needs, developing and implementing service plans with short and long term objectives.
- Assist clients to access acute care and emergency services when appropriate, and help facilitate client discharges from local emergency departments.
- Assist with monitoring clients, identifying additional needs, and reactivating supports when warranted.
- Assist in liaising with convalescent care, transitional care, acute care, emergency departments, rehabilitation centres, and complex continuing care to ensure that clients who have been hospitalized have appropriate follow-up services.
- Refer clients and caregivers to a range of community resources, including meals, drop-in centres, social recreational programs, clothing exchanges, etc.
- Carry out service documentation requirements in a timely and professional manner.
- Work with other team members and the partner agencies to develop and implement strategies which reduce client/caregiver dependencies on acute care and emergency departments.
- Gather statistical and narrative information required for the program and organization.

What You Bring to the Team

- BSW or related undergraduate degree/college diploma.
- Registration with the Ontario College of Social Workers and Social Service Workers (or an equivalent regulatory, professional body).
- Requires one (1) year of related experience in crisis support, the ability to mediate conflict, and demonstrated experience working with seniors.

What Will Set You Apart

- Demonstrated experience supporting seniors with mental health and substance use issues from a recovery and harm reduction approach.
- Proven ability in case management and supportive counselling skills.
- Strong assessment skills.
- Excellent verbal and written communication and interpersonal skills.
- Demonstrated information and referral skills.
- Self-directed and independent, but also experienced in working effectively as a member of multi-disciplinary team, which includes internal and external stakeholders.
- Proven ability to minimize barriers through service delivery for low income individuals with mental health and substance abuse issues.
- Ability to work from a client-centered approach.
- Knowledge of issues affecting older adults and geriatric populations.
- Knowledge of the health sector and its related services.
- Knowledge of community resources.
- Demonstrated ability to follow policies, procedures, and adhere to legislation.
- Understanding of clinical practices and care models.
- Ability to exercise good judgment, flexibility, and contribute to the effective functioning of a multi-disciplinary interagency Crisis Service focused on older adults.
- Applied computer skills (MS word, excel, and Internet).
- Ability to use case management software is an asset (Pirouette).
- Ability to work in another language is an asset.
- Ability to work weekends and statutory holidays as required.

Why You'll Want to Work With Us

At WoodGreen you will be part of an amazing team that does amazing things for our community.

We offer:

- ✓ Competitive salary/excellent benefits for full-time, contract (1+ year), and PSW employees
- ✓ Ongoing training and opportunities for career advancement within the organization
- ✓ Formal staff recognition and appreciation programs
- ✓ Access to group discount programs and purchases

To Apply

Submit your resume and cover letter, **quoting the competition # in the subject line**, as follows:

WoodGreen employees ONLY to:	hrjobs@woodgreen.org
External applicants to:	rmcalister@woodgreen.org

WoodGreen is an equal opportunity employer. We are committed to providing an inclusive and barrier-free selection process and work environment. If contacted in relation to an employment opportunity, please advise our HR representative at hrjobs@woodgreen.org of the accommodation measures required. Information received relating to accommodation will be addressed confidentially.