

TERMS OF REFERENCE

Position: Community and Social Service Worker, Quality of Life Office
Organization: Aga Khan Council for Canada/Social Welfare Board
Reports to: Program Manager, Quality of Life Office
Location: Sherbrooke, Quebec
Application Deadline: April 28, 2019

1. Summary:

The Community and Social Service Worker (CSSW) will conduct intake, assessment and case management for all families within the Quality of Life program (QoL). The primary purpose of the QoL program is to actively work with families living in poverty to improve their economic status by removing/managing barriers that impede progress. This includes working individuals and families struggling with disability, serious physical and mental health issues, substance use and addiction, and family violence. The CSSW will work with families to establish action plans and facilitate services that will support the family in achieving goals related to quality of life.

The CSSW will adhere to a code of ethics and professional standards and maintain confidentiality at all times.

2. Roles & Responsibilities:

Case Management:

- Conduct a needs assessment and develop a family case plan following intake.
- Facilitate integrated service delivery through collaborative case management using internal and external community resources and services.
- Develop and manage relationships/partnerships with NGOs and government agencies such as CLSCs, Office Municipal habitation de Sherbrooke (OMHS), Direction de la Protection de Jeunesse (DPJ/Youth Protection), school boards and others to leverage relevant services and resources for families.
- Provide case management to Jamati members with the objective of progressing families through the 7 Quality of Life Indicators: Education, Housing, Income, Assets, Dignity and Social Support.
- Provide supportive counseling, solution-focused, advocacy, motivational interviewing and crisis intervention based on needs identified.
- Engage QoL Program Manager and QoL Lead with case consultation and case escalation. Facilitate case conferences for crisis or high complex cases through different referral sources as required.
- Determine eligibility of subsidy and provide recommendations to the QoL Program Manager.
- Ensure documentation is maintained and updated on a timely basis in the case management system.
- Evaluate the impact of interventions and the progress of the family on an ongoing basis.

3. Documentation & Reporting:

- Meticulously maintain all case related documentation and files
- Provide insight on evidence-based practice that promotes best practices but also compliments Jamati members' experiences and adapts to community needs.

4. Professional Development & Training:

- Work with other social service professionals and QoL lead to develop and share best practices.

5. Miscellaneous Duties:

- Participate in regular QoL Office staff meetings and conference calls.
- Participate in weekly intake duties
- Participate in weekly on-call responsibilities
- Perform any other duties as required.

6. Skills & Competencies:

- Knowledge of basic social service work
- Knowledge of community, social, child care and health resources
- Proficiency in using MS Office
- Good verbal and written communication skills in English, French and Farsi
- Good interpersonal skills
- Ability to develop and maintain rapport with all stakeholder groups
- Ability to problem-solve and be resourceful
- Ability to be culturally sensitive in a faith-based context
- Ability to be non-judgmental, empathetic and client-centric
- Case Management experience required.

7. Education & Training:

Undergraduate degree in either Social Sciences, Nursing or Human Relations and two (2) years' related work experience; or a diploma from a recognized institution and five (5) years' related work experience, or an equivalent combination of training and experience.

Interested candidates should submit their resume (with 3 references) along with a cover letter outlining their relevant experience, their salary expectations, and why they feel they are a good candidate for this position to:

E-mail: resumes@iicanada.org

Subject line: Community and Social Service Worker (Sherbrooke, Quebec)

Deadline for submission: April 28, 2019

Only those shortlisted for an interview will be contacted.