



**POSITION DESCRIPTION**

**Position: CASE MANAGEMENT COORDINATOR  
PART-TIME, 12 MONTH CONTRACT**

**Program: Coordinated Community Response  
Sage Seniors Association**

**Reports to: Manager, Seniors' Safe House**

**Date Approved: June 29, 2021**

The Case Management Coordinator is responsible for providing cross-cultural, comprehensive, holistic services and system navigation to older adults who identify as South Asian experiencing elder abuse in the community of Edmonton. This includes assessing risk and needs, providing information, support and client advocacy while assisting them to achieve safety. This position will work in collaboration with Seniors' Safe House team, the Shama Centre, the Seniors Protection Partnership (SPP) team and other community service agencies to best meet the specialized needs of each individual.

The Case Management Coordinator will provide culturally appropriate intervention and support that builds on the Immigrant Seniors Project Coordinated Community Response to elder abuse in Edmonton. In addition to working directly with older adults who have experienced abuse, the Case Management Coordinator will provide education, consultation and support to community members and leaders, natural helpers and partner organizations about elder abuse and related issues. The Case Manager will support partners in creating sustainable relationships, supports and networks that will continue beyond the project.

<b>Area of Responsibility</b>	<b>Tasks</b>
<b>Case Coordination</b>	<ul style="list-style-type: none"> <li>• Case finding;</li> <li>• Conduct risk and needs assessment with each person referred for supports;</li> <li>• Establish a Safety Plan that meets the client identified needs;</li> <li>• Develop a Case Plan with each client based on their expressed goals;</li> <li>• Provide system navigation support;</li> <li>• Coordinate appropriate community resources required;</li> <li>• Record information into data base on a daily basis;</li> <li>• Attend Safe House Case Review and SPP Case Consult meetings as required;</li> </ul>
<b>Community Engagement</b>	<ul style="list-style-type: none"> <li>• Participate in inter-provincial Coordinated Community Response Case Management community of practice</li> </ul>

	<p>activities and training opportunities</p> <ul style="list-style-type: none"> <li>• Identify gaps in services and systems;</li> <li>• Advocate for system change as required;</li> <li>• Connect, liaise and collaborate with community agencies and groups serving older adults experiencing abuse and agencies working with others experiencing family violence;</li> <li>• Develop awareness about Elder Abuse and supports available within communities through public education and one to one conversations with community leaders, natural helpers and community agencies;</li> <li>• Develop relevant training materials;</li> <li>• Provide statistical information and reports as required;</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Assist in the development and implementation of program procedures;</li> <li>• Other duties as required or assigned.</li> </ul>

### **QUALIFICATIONS**

- Social Work degree or diploma with ACSW registration as asset;
- Must have fluency in Hindi, Punjabi and/or Urdu;
- Must provide an enhanced criminal record check with Edmonton Police Service;
- Valid class 5 driver's license and access to vehicle in good repair;
- Able to provide proof of \$2 million auto liability insurance.

### **SKILLS and EXPERIENCE**

- Understanding of elder abuse and its impact on the individual;
- Understands team dynamics;
- Strong trauma informed, anti-oppressive practice skills;
- Excellent interview, assessment and communication skills;
- Knowledge of community resources and services related to older adults and care providers;
- Ability to provide public awareness opportunities
- Excellent planning, writing and organizational skills;
- Computer literate with familiarity with Windows, Microsoft Word; Excel and Power Point;
- Self-motivated and able to work as part of a team;
- Vehicle is required.

### **HOURS OF WORK**

17 hours/week to be determined with supervisor

### **START DATE**

September 1<sup>st</sup>, 2021

**SALARY LEVEL** Starting at \$23.32. Rates above base salary rate will be considered based on assessment of the successful candidates' education, skills, previous experience and other factors.