



**POSITION DESCRIPTION**

**Position: Assessment, Supports Coordinator: Temporary Full Time**

**Program: Outreach Services**

**Reports to: Social Work Manager/Director of Operations**

**Date Approved: August 2021**

This position provides assessment, information, referral, support and system navigation to older adults addressing basic needs as well as social and emotional needs as identified by the individual. This includes assisting the older adult in becoming familiar with housing options, support when making a decision to downsize homes and provide referrals in regards to landlord tenancy issues. Other tasks include helping older adults prioritize their needs and make informed referral as necessary as well as responding to calls from families of older adults, community members and professionals regarding available resources. These responsibilities will be carried out in person at either the Sage office or in the client’s home. During the Covid 19 pandemic, most appointments will take place via telephone, through email or other virtual means unless arrangements have been made to meet in person with a safe distancing plan has been made with the use of PPE.

In addition, this position keeps up to date on resources and identifies opportunities for improved services for seniors during Covid 19..

**RESPONSIBILITIES:**

Area of Responsibility	Tasks
<b>Direct Services</b>	<ul style="list-style-type: none"> <li>• Respond in person, through telephone or email to service enquires from seniors and or families of seniors providing comprehensive needs assessments;</li> <li>• Utilize assessment tools provided;</li> <li>• Provide assistance and resource information as required;</li> <li>• Provide initial intakes for Safe House and This Full House as required;</li> <li>• Make referrals to appropriate internal and external programs and services;</li> <li>• Provide information, referral and support to seniors and/or their families regarding housing options and</li> </ul>

	<p>issues;</p> <ul style="list-style-type: none"> <li>• Assist seniors in establishing a case plan that meets their needs,</li> <li>• Assist seniors in accessing the services they require in order to relocate;</li> <li>• Provide assistance in filling out forms;</li> <li>• Provide general information concerning government and non-government programs, benefits and services to seniors;</li> <li>• Assist seniors in navigation of systems including Landlord and Tenancy issues;</li> <li>• Provides advocacy on behalf of clients where necessary;</li> <li>• Organize delivery of services for seniors with unmet needs;</li> <li>• Collaborate with other agencies and professionals in the community for the benefit of the client.</li> </ul>
<b>Planning and Program Development</b>	<ul style="list-style-type: none"> <li>• Maintain program utilization statistics;</li> <li>• Ensure data entry is kept up to date;</li> <li>• Assist in the ongoing evaluation of the programs;</li> <li>• Identify program improvement opportunities;</li> <li>• Adhere to policies, procedures;</li> <li>• Keep up to date on resources and information pertaining to seniors;</li> <li>• Become familiar with hoarding disorder and relevant intervention methods;</li> <li>• Monitor case load and establish processes for closing cases as seniors reach their established goals.</li> </ul>
<b>Volunteer Co-ordination</b>	<ul style="list-style-type: none"> <li>• Assist in the co-ordination, training, and supervision of program volunteers;</li> <li>• Provide on-going support and encouragement to volunteers in the program.</li> </ul>
<b>Community Relations</b>	<ul style="list-style-type: none"> <li>• Network with agencies in the community that address seniors' issues;</li> <li>• Provide information sessions to community groups as required;</li> <li>• Develop relationships and liaise with professionals and community agencies involved with seniors.</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Attend scheduled meetings as required;</li> <li>• As required and/or assigned.</li> </ul>

**QUALIFICATIONS:**

- Be eligible for registration with the Alberta College of Social Work

- Experience in the Human Services field;
- Knowledge of seniors resources and Senior Housing options in Edmonton

**SKILLS and EXPERIENCE:**

- Experience working with older people and volunteers;
- Understanding of older people's issues and housing options for older people;
- Familiarity and experience with social/psychological issues faced by older people and their families as they deal with life transitions;
- Understanding of Hoarding Disorder and its impact on older adults
- Excellent interview, assessment, communication, and presentation skills;
- Knowledge of community resources and services related to older people and care providers;
- Excellent planning, writing and organizational skills;
- Computer literate with familiarity with Microsoft Word;
- Experience working with volunteers;
- Self-motivated and able to work as part of a team.

**TERM:**

This is a temporary, full time position until June 30, 2022.

**HOURS OF WORK:**

35 hours per week. Specific hours of work to be coordinated with the Supervisor but general office hours are 8:30 – 4:30 Monday to Friday.

**SALARY LEVEL:**

\$42,448 base rate per annum. Rates above the base salary will be considered based on assessment of the successful candidate's education, skills, previous experience and other factors.