



**POSITION DESCRIPTION**

**Position:** INTENSIVE CASE MANAGEMENT COORDINATOR II

**Program:** Safe House

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

**Date Approved:** March 16, 2023

As one of two Intensive Case Management Coordinators, this position is responsible for providing comprehensive, holistic services to older adults 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 the Sage team including the Safe House and community service providers to best meet the specialized needs of each individual.

The Coordinator will work with older adults experiencing abuse who may or may not be admitted to the Safe House. Individuals who are waiting to come into the Safe House but cannot due to space limitations, will be provided with support by this position.

<b>Area of Responsibility</b>	<b>Tasks</b>
<b>Case Coordination</b>	<ul style="list-style-type: none"> <li>• Conduct Safe House Intake Assessments;</li> <li>• Conduct risk and needs assessment with each person referred for support;</li> <li>• Establish a Safety Plan that meets the client identified needs;</li> <li>• Revisit, review and revise Safety Plans as circumstances change for each individual;</li> <li>• Develop a Case Plan with each client based on their expressed goals;</li> <li>• Provide hands-on support to achieve the goals identified;</li> <li>• Coordinate appropriate community resources required;</li> <li>• Record information into data base on a daily basis;</li> <li>• Utilize support tools including including the Healthy Ageing Asset Index Tool (HAAI)</li> <li>• Attend weekly Safe House Case Review;</li> <li>• Respond to the Intake Line as needed.</li> <li>• Respond to requests made to Assessment and Support Services at Sage Seniors Association as needed</li> <li>• Connect, liaise and collaborate with community agencies serving older adults experiencing abuse and agencies working with others experiencing family violence;</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide statistical information and reports as required;</li> <li>• Participate on internal and external committees as required.</li> <li>• Work in collaboration with the ICM team member to support Seniors Protection Partnership team</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Participate in monthly Case Management meetings</li> <li>• Assist in the development and implementation of program procedures;</li> <li>• Provide support as needed to Safe House</li> <li>• Assist with after hour calls from the Safe House as required;</li> <li>• Other duties as required or assigned.</li> </ul>

**QUALIFICATIONS**

- Social Work degree or diploma;
- Eligible for registration with ACSW;
- Must clear an enhanced criminal record check with Edmonton Police Service;
- Valid class 5 driver’s license; reliable vehicle
- Be able to provide proof of \$2 million auto liability insurance.
- Employees are required to be fully vaccinated against Covid-19

**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 people and care providers;
- Working knowledge of relevant legal systems;
- Excellent planning, writing and organizational skills;
- Self-motivated and able to work as part of a team;
- Fluency in additional languages considered an asset.
- Experience working with older adults and/or victims of abuse

**HOURS OF WORK**

Permanent, full-time benefited position, 35 hours per week. This position may be required to work some hours outside regular business hours based on client/program needs.

**COMPENSATION PACKAGE**

The salary range for this position starts at \$43, 699 per annum. Rates above the base salary rate will be considered based on assessment of the successful candidate’s education, skills, previous experience and other factors. Sage Seniors Association provides a 5% matched defined Contribution Pension plan as well as Employer paid Health & Dental benefits. Sage Seniors Association offers an outstanding work life balance for Employees including sick leave accruals, 3 weeks of vacation to start as well as paid time off between Christmas and New Year’s Day, a hybrid working environment as well as the option for a compressed work week.