

JOB DESCRIPTION Case Manager

Department:	Community Services	Reports to:	Manager, Programs
Effective Date:	May 2006	Supersedes:	August 1998
Classification:	CUPE Inside Class 7	Job Evaluation Date:	May 2006

SUMMARY:

Responsible for all aspects of case management of programs within Muskoka Community Services. Performs the duties and achieves performance targets associated with the provision of service according to Acts, and District of Muskoka policies.

MAJOR RESPONSIBILITIES (not limited to):

- Completes and assesses applications for clients determining eligibility for various Muskoka Community Services programs, utilizing current technology.
- Prepares, completes and signs accurate documentation, forms and leases in accordance with provincial legislation and policies.
- Analyzes and makes decisions relating to suspension, reduction or cancellation of assistance by monitoring and determining ongoing eligibility in accordance with legislation and policies. Refers unusual cases to management or eligibility review as warranted. Defends decisions and may present cases in front of governing bodies such as review committees, tribunals, and courts of law, as required.
- Develops detailed employment plans (Participation Agreements) with clients by assessing, coaching and monitoring participants to employment goals, facilitating process through various internal and external employment supports.
- Resolve serious tenancy issues by developing detailed action plans with clients through assessing, coaching and monitoring.
- Develops childcare plans with clients by providing family with comprehensive information on type, quality and cost of care.
- Develop and maintain departmental record databases using current technology. Responsible for validation and interpretation of data in accordance with audit requirements.
- Work safely and in compliance with relevant statutes and regulations and within the safe work procedures and directives as established by the District.
- Liaise with internal and external services, programs and agencies to facilitate referral and development of client goals. Acts as a resource specialist for other agencies.
- Ensures that data collection and verification reporting, and privacy and audit requirements are fulfilled and any statistical reports are completed as required.
- Related duties as assigned.

EDUCATION, EXPERIENCE & QUALIFICATIONS:

- Graduation from a two-year community college program with specialization in social sciences or related field, equivalent; three years of directly related experience.
- Ability to work in a team-based setting and deliver essential life and employment skills.
- Excellent communication, interpersonal, organizational, technological and analytical skills required.
- Proven ability to relate empathetically and effectively with clientele.
- Must have a valid Ontario Driver's License.