



Native Child and Family Services of Toronto

Native Child and Family Services of Toronto is an Indigenous, community controlled multi-service agency. Our mission is to provide support, ensure safety and enhance the quality of life for Indigenous families, children, and youth within the greater Toronto area. Our agency works within a holistic framework, which builds on individual and family strengths, and engages clients as partners in identifying issues and their solutions.

Case Manager, Scarborough

Classification:	Regular Full-Time	Salary Range:	\$49,883 – \$72,320
Hours:	35 hrs/wk.	Location:	156 Galloway, Scarborough

NCFST is committed to staffing a workforce representative of the Indigenous population we serve. We encourage First Nation, Métis and Inuit applicants to apply and to please self-identify in their cover letter.

Position Summary

The Case Manager will work collaboratively with clients to administer formal psycho-social assessments, formulate concrete goals/ objectives and identify appropriate internal and external resources to meet identified needs. In addition, the Case Manager will provide on-going case management, individual counselling as required and ensure quality of service to clients through monitoring of all service providers.

Main Responsibilities

1. Provides fair, respectful and culturally relevant service to Indigenous children and families, consistent with the mission, vision, and values of Native Child and Family Services of Toronto.
2. Receives requests and referrals from NCFST's centralized Intake/ Screening Team for non-protection services.
3. Administers psycho-social assessments and ensures proper documentation.
4. Administers cultural assessments in partnership with the case management and counselling teams.
5. Conducts in-depth interviews with the client(s) and members of the client's family to gather all required assessment information.
6. Forms and fosters therapeutic relationships with community members to determine wants and needs.
7. Gathers collateral information as appropriate from schools, other community service agencies, etc.
8. Completes all required documentation including manual records, statistical reporting and input into NCFST's computerized case management system. (Coyote Caseworks).
9. Identifies and refers cases to the appropriate internal and/or external resources and supports and provides necessary information to referee. Attends transfer or other case conferences as required.
10. Provides crisis intervention and long term counselling as required.
11. Develops and facilitates group programming based on the needs of individual clients and the Indigenous community.
12. Coordinates and oversees all case recording and conferences.
13. Responds to requests for agency information, case consultations, community public relations requests and document in the eligibility spectrum.
14. Participates as a team member in team events and provides support when necessary.

What we are looking for

- Bachelor of Social Work or equivalent Post-secondary education in a related field.
- 1 year of experience in a case management or counselling role.
- Produce a clear Vulnerable Sector Police Record Check.
- Knowledge and awareness of First Nation, Inuit and Metis cultures and traditions.
- Knowledge of child development, abnormal psychology, family dynamics, domestic violence, child abuse or neglect, etc.
- Ability to develop excellent working relationships with internal resources and external service agencies.
- Time management skills and ability to work under the pressure of tight time frames.
- Psycho-social assessment skills.
- Effective counselling and crisis intervention skills.
- Excellent communication skills, both oral and written, to accurately document all case notes.
- Coordination skills to effectively manage services provided to clients.
- Organizational skills to prioritize a variety of demands.
- Computer skills to utilize all required applicable computer software.
- Demonstrated understanding of workplace Health and Safety practices and understanding of an employee's responsibility under current legislation.
- Demonstrated understanding, and commitment to, integrating the Native Child and Family Services of Toronto Mission and values in to practice, service and relationships.



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If you are interested in this job opportunity, please apply by email on or before **February 18, 2019** to hrcfst@nativechild.org quoting reference number **#19-02-03**.

Persons with disabilities who need accommodation in the application process or those needing job postings in an alternative format may e-mail a request to hrcfst@nativechild.org.

We thank you for your interest, however, only those applicants selected for an interview will be contacted.