

Case Aide – Holocaust & Hospice Services

Jewish Family & Child is a multi-service, client-centered agency, and a Children's Aid Society supporting the healthy development of individuals, children, and families; we are seeking a **Case Aide – Holocaust & Hospice Services** to join our team.

RESPONSIBILITIES:

- ❖ The first point of contact for all Holocaust Services program related inquiries; screening and prioritizing client needs and providing front line response to urgent issues in an appropriate, consistent and timely manner.
- ❖ Consistently respond to incoming calls for Holocaust services in a timely manner.
- ❖ Provide intake services to clients requiring access to the Agency's Emergency Assistance and Restitution
- ❖ Responsible for a combination of direct service activities and administrative support duties for Holocaust Services.
- ❖ Coordinate and supporting Holocaust Advisory Committee and funders
- ❖ Screen for eligibility, assess general needs, input client information, and route cases as per Holocaust Services Intake processes.
- ❖ Compile, input and prepare statistical data for both the Holocaust and Hospice programs.
- ❖ Coordinate and provide administrative support to the Hospice team that would include but is not limited to scheduling and supporting internal and external meetings, trainings and rounds, taking minutes, administrative tasks etc.
- ❖ Process volunteer matching documents and verifications in support of our partnership with Circle of Care.
- ❖ Ensure accurate and timely data collection for internal and external records
- ❖ Perform other duties as assigned

QUALIFICATIONS:

- ❖ Post-Secondary degree/diploma in Social Services Worker or a Social Science related field
- ❖ Minimum 2 years related experience working with a community agency
- ❖ Fluency in verbal Russian is required; ability to read and write in Russian is an asset
- ❖ Experience with survivors of trauma preferred; expertise working with Holocaust survivors strongly preferred
- ❖ Knowledge of healthcare sector, work with a CSS (Community Support service) and/or experience in hospice-palliative care a strong asset
- ❖ Working knowledge of Jewish history, culture, community needs and resources an strong asset
- ❖ Fluent in Yiddish and/or Hebrew an asset
- ❖ Excellent communication, organization and interpersonal skills
- ❖ Excellent communication and interpersonal skills to liaise with a number of contacts including potentially complex clients and urgent issues
- ❖ High-end technological skills, good understanding of digital data systems and a demonstrated strong ability to learn and master use of new systems.

If you are interested in applying for this position, please visit <https://www.jfandcs.com/career-opportunities> submit your résumé and cover letter. This position will remain active until it is filled.

JF&CS is conveniently located at 4600 Bathurst Street in Toronto. On the premises you will find free parking, a daycare centre and a gym (with subsidized membership).

Jewish Family & Child is committed to the principle of equal opportunity employment. Accommodations during all phases of the hire process will be made wherever possible. Please advise us if any accommodations are required.

We thank all applicants for their interest; however, only those considered for an interview will be contacted.

To learn more about Jewish Family & Child, please visit: www.jfandcs.com | www.facebook.com/jfandcs