



LEARN Case Manager (May 2017)

Responsible to: LSCO Executive Director

Responsibilities:

1. Screening inquiries as to need for intervention; contact police in emergent circumstances or potential criminal matters.
2. Refer non elder abuse inquiries to appropriate community resources.
3. Conduct intake and assessment interviews with potential clients.
4. Create and implement case plans for clients requiring on-going support.
5. Advocate on behalf of clients accessing services and supports.
6. Support police and victim services when required.
7. Presentations / public relations regarding elder abuse.
8. Report to stakeholders and funding bodies, including regular meetings with steering committee and LEARN.
9. Create data collection and evaluation process; administer as applicable.
10. Develop and maintain professional relationships with the support community; assist in creation of MOU and formalized partnerships.

Qualifications:

1. Diploma or degree in Social Work or Nursing or a relevant equivalency of education and experience.
2. Five years experience in clinical screening, assessment, case management and counselling.
3. Demonstrated ability to design and evaluate processes and protocols.
4. Demonstrated ability to initiate and/or implement successful community development initiatives.
5. Ability to communicate effectively both in written form and verbally, to a wide variety of people, including staff, members, the public and volunteers.
6. Conflict Management skills.
7. Must have a working knowledge of personal computers and office productivity software.