



Job Description

Schedule 'A'

Job Title	Intake and Case Manager (Contract Position)
Reports to	Executive Director
Hours of Employment	30 hours/week
Compensation:	Commensurate with experience
Contract Length:	Six months (possibility of extension)
Key Responsibilities:	Intake and Case management for brain injury survivors and their families
Start Date:	Immediately
Job Purpose:	Coordination of client intake system and providing case management to brain injury survivors and their families.

The Victoria Brain Injury Society is dedicated to providing support, education and advocacy to people with brain injuries and their families. We pride ourselves on having a relaxed, positive office environment where people feel free to be themselves. You are the right person to join our team if you are used to wearing many hats, can remain grounded and calm despite being pulled in multiple directions and have experience doing front line social service work.

QUALIFICATIONS

- A Bachelor of Arts or Science degree or a Diploma in Social Work, Psychology or related field
- College Diploma in Social Services field plus 2 years related experience working with brain injury survivors or an equivalent combination of post-secondary education training and experience

Additional Skills and Attributes

- Knowledge and understanding of acquired brain injury
- Experience in crisis intervention and/or support, including:
 - Experience working with families, couples and individuals on issues of trauma and recovery
 - Ability to create a safe and supportive environment for clients
 - Demonstrated knowledge of case management functions and client centred relationships
 - Understanding of mental health and addictions issues
 - Ability to interpret verbal and non-verbal behaviour, to develop accurate perception and understanding of others' feelings, needs, values and opinions;
 - Experience working in a low-income, multilingual and multiracial community
- Ability to work under pressure, to work both independently and within a team, to take initiative, to anticipate potential problems/conflicts and take appropriate actions

DUTIES AND RESPONSIBILITIES

Include but not limited to:

Intake

- Meet with new clients and walk them through the intake process by phone or in-person
- Support clients that are in crisis in order to assist them in accessing appropriate services both within VBIS and in the community
- Schedule appointments with new clients, and conduct an intake with clients to determine specific short and long term goals and assess initial alignment of services for client, based on their individualized needs
- Refer clients to appropriate community support services, both within VBIS and outside of the organization
- Coordinate support services and care from different providers to meet clients' assessed needs
- Work with clients' family and friends to ensure multiple support systems in place
- Check and respond to phone and e-mail communications regularly throughout the day
- Assist with the triage of clients based on their individual needs and urgency
- Ensure clear and concise communication with clients, according to their ability and needs
- Maintain a clear paperwork trail and records
- Manage an efficient and effective waitlist system
- Build and maintain interdependent relationships with organizations in the community that may meet client needs; continue to expand and foster these relationships
- Update and maintain database records accurately on a daily basis; effectively filing documents and confidential information
- Develop empathic rapport with clients; assist in diffusing potentially volatile situations
- Responsible for the review and update of intake worksheets

Case Management

- Work with clients to determine specific short and long term goals, including but not limited to: housing, medical care, nutrition, practical support, government support programs and general resource information
- Work with clients to assist them to acquire and use skills, supports and resources
- Assist clients with the completion of forms relating to benefits and assistance
- Coordinate support services and care from different providers to meet clients' assessed needs
- Refer clients to appropriate community support services, both within VBIS and outside of the organization
- Advocate on behalf of clients with health care providers and others to ensure client needs are met
- Work with clients' family and friends to ensure multiple support systems in place
- Work with clients who have dual or concurrent diagnosis
- Manage case files, ensuring confidentiality and accuracy, enter key information in database
- Triage clients based on their individual needs and urgency
- Ensure clear and concise communication with clients, according to their ability and needs



- Build and maintain interdependent relationships with organizations in the community that may meet client needs; continue to expand and foster these relationships
- Update the database promptly and accurately to document information, including case management data, program statics, incident reports, etc; effectively filing documents and confidential information
- Ensure formal client permission is obtained for record keeping, in line with the Government of Canada
- Develop empathic rapport with clients; assist in diffusing potentially volatile situations
- Prepare client-related files as requested by external agencies

Strategic Planning and Reporting:

- Demonstrate clear understanding of the VBIS mandate and vision
- Create and distribute client services reports to management when necessary
- Consistently review systems and make recommendations for improvement; be able to implement the improvements identified
- Keep statistical records for all intakes
- Document relevant client interactions in database, notifying case managers when appropriate
- Data analysis on a monthly, bi annual and annual basis is required
- Ability to identify pertinent information, trends and forecast future needs is imperative
- Maintain, summarize and compile information as needed
- Attend and actively participate in all staff meetings, strategic planning meetings, and other society activities
- Prepare and submit all reports, time sheets and assignments in a timely fashion
- Assist with other functions as assigned by Executive Director

Professional Development

- Maintain and update personal knowledge of brain injury research; research and gather educational materials to provide clients with the latest information regarding issues related to brain injury
- Utilize professional development opportunities to attend relevant conferences, workshops and training sessions
- Stay up-to-date with publications and training material distributed by VBIS

Interested candidates should e-mail their resume and cover letter, with “*Case Manager Contract*” in the subject line to:

Pam Prewett, Executive Director
Victoria Brain Injury Society
pamp@vbis.ca

This position will remain open until filled.

*The Victoria Brain Injury Society is committed to employment equity and encourages people living with a brain injury, visible minorities and persons with culturally diverse backgrounds to apply and self-identify. **We encourage applications from candidates who reflect the diversity of our community.***