



Inspire - Community Support Services is a non-profit, multi-service community-based agency. The agency is currently looking to fill a full-time Case Manager position who will be responsible to provide individualized service planning and case management support for adult clients. This position will work out of our Cornwall office and travel may be required.

**Position Title:** **CASE MANAGER**  
**Developmental Services Case Management (Adult Services)**

**Reporting Relationship:** Reports to the Program Manager – DS Case Management Services

**Role accountabilities:**

- Completes triage of referrals received through Developmental Services Ontario
- Receives client case assignments:
  - completes intake process
  - gathers documentation
  - obtains necessary written consents
  - meets client to determine needs and required support
  - assesses risk (environment, social, physical)
  - creates service plans with client
  - coordinates and collaborates with service providers
  - monitors and assesses strategies and effectiveness
  - reviews and revises plan with client on an on-going basis
- Advocates for and collaborates with client to arrange services and programs
- Facilitates and attends case conferences
- Organizes and implements transition plans and permanency planning
- Tracks costs and funding allocations
- Attends appointments and meetings with clients when required
- Assists clients with correspondence, comprehensive and completion of forms and documents
- Documents and maintains comprehensive progress notes and case files
- Participates on committees and working groups

**Knowledge:**

- Knowledge of case management, service design and delivery, assessment, and evaluation methodologies, processes, and practices
- Knowledge of developmental disabilities, complex special needs and dual diagnosis
- Knowledge of relevant governing legislation, policies and procedures
- Knowledge of the organization's services and community partners
- Knowledge of office software and databases, and technology devices

**Position Requirements:**

- Completion of university degree in social sciences



**Experience:**

- Greater than three years of previous work experience in community and social services case management and/or program delivery ideally in the developmental services sector

**Employment and Working Conditions:**

- Works in office environment
- Works with clients in various community settings
- Situational awareness for health and safety of self and others
- Exposure to safety concerns, physical and verbal outbursts and abuse
- Exposure to stressful experiences/interaction with clients who are upset, angry, and/or emotionally charged
- 35 hours per work week
- Salary \$32.54/hr

All interested parties are invited to submit their resume and cover letter to the attention of Lisa Waldroff, Director Finance, Human Resources & Administration, via email at [lwaldroff@inspire-sdg.ca](mailto:lwaldroff@inspire-sdg.ca) no later than **4:00 PM** on **Monday November 21, 2022**.

Inspire Community Support Services is committed to Employment Equity. We welcome diversity in the workplace and encourage applications from all qualified individuals including members of visible minorities, aboriginal persons, and persons with disabilities. We comply with the AODA (Accessibility for Ontarians with Disabilities Act) and will provide accommodations throughout the recruitment and selection and/or assessment process to applicants with disabilities. Applicants need to make their accommodation needs known when contacted.

We thank all applicants for their interest, however, only those under consideration will be contacted.