

JOB DESCRIPTION: PART-TIME HJFS CLAIMS CONFERENCE WORKER

HJFS is committed to helping people in the spirit of Jewish values and traditions. Our current areas of community support are Poverty Reduction, Seniors Support, Life Navigation, and Mental Health. We work collaboratively with various community stakeholders and organizations, and are committed to providing wraparound-style supports to clients and families.

Case workers are responsible for working with Holocaust Survivors and carrying out psychosocial and/or financial assessments. They are responsible for ongoing communication with homecare workers; organize services for clients; intervene with family members, pharmacists, doctors, public sector social workers, colleagues, service providers and others as needed. The case managers manage individual emergency financial assistance requests and they facilitate the implementation of homecare and cleaning services.

Our case Workers create comprehensive care plans for their clients; they assist clients in accessing government programs where available and utilizes the Claims Conference funds to supplement services as needed. The case managers also ensure that clients apply for compensation programs that they may be eligible for and provide supportive counselling as needed.

POSITION CLOSING DATE: DECEMBER 23rd, 2021

Responsibilities:

- Initiates, documents, and completes process for individuals applying for Holocaust Survivor Assistance. This includes verifying documentation, client contact, assessments, and appropriate referrals for applicants
- Completes all required annual assessments of all Claims Conference clients by meeting with client/client families, connecting with physicians/healthcare, assisting with forms, and submitting paperwork to Cummings Centre in Montreal
- Monitors annual HJFS budget, with the assistance of Financial Officer, for Claims Conference Homecare support
- Prepares, in conjunction with Executive Director, special grants for Survivors
- Works with Financial Officer to submit quarterly invoices and reports to the Cummings Centre in a timely fashion
- Liaises with Homecare providers on Claims Conference requirements, procedures, and billings

- Develops and implements intervention plans in consultation with client and/or caregiver and any other relevant professional or community partner.
- Responsible for regular follow-up, ongoing psychosocial support and reassessment of client's needs including crisis intervention, agency response, referrals, advocacy, case presentation to internal and/or external committees
- Data-entry of client information and client contact into HJFS database
- Reports to HJFS, along with community stakeholders on issues effecting Holocaust Survivors by utilizing collected qualitative and quantitative data
- Documents reasons for ineligibility, advises in writing and makes referrals to other resources or services within the community, to help meet the client's needs.
- Provides outreach to community partners, and works collaboratively on varying projects
- Consistently adheres to internal policies, government legislation, and maintains client confidentiality
- Other duties as required

QUALIFICATIONS:

- Post-Secondary Diploma in Social Services field
- Excellent time management and organizational skills to prepare case plans, make arrangements for emergency needs, organize paperwork, and more
- Specific knowledge of community resources, social programs, relevant government legislation and services available to assist clients with employment, personal and financial opportunities, supports and emergencies
Demonstrated creativity and ability to understand each client's unique circumstances
- Knowledge of – or willingness to learn about – the Hamilton Jewish community
- Excellent verbal and written communication skills
- Ability to work in a collaborative team environment, and support team members as needed
- Ability to provide information and direction in a supportive and respectful way
Mathematical skills to compute and monitor entitlements according to eligibility criteria and prepare statistical reports
- A valid class G driver's license and access to a vehicle.
- Working knowledge of the various systems of technology and ability to work on them efficiently and effectively on a daily basis
- Knowledge and sensitivity towards the cultural diversity and accessibility needs of applicants/clients and co-workers

- Knowledge of Russian considered an asset
- Must pass a Vulnerable Sector Screen

RATE OF PAY: \$23/hr x 14hrs/week + 4% Vacation Pay

Please be advised that only successful applicants will be contacted for an interview. Interviews will be taking place in January 2022.

Hamilton Jewish Family Services an equal opportunity employer. If any accommodations are needed for applicants during the selection process, please notify the Executive Director