



COORDINATOR OF CARE & TRANSITIONAL SERVICES

1 Full Time Permanent
INTERNAL/EXTERNAL POSTING

DATE: April 28, 2021

LOCATION: Seniors Services – Toronto East

LOFT Community Services is a unique and dynamic charitable organization that supports people living with complicated issues such as mental and physical health challenges, substance abuse, poverty and homelessness. Serving over 5300 people and providing 1654 units of supportive housing last year, LOFT is one of Ontario's largest mental health service providers of its kind. In 2018 LOFT was a Nonprofit Employer of Choice™ Award (NEOC) recipient.

To help fulfill its mission, LOFT is hiring a **Coordinator of Care & Transitional Services**.

JOB SUMMARY:

The Coordinator of Care & Transitional Services is responsible for providing a range of services in support of older adults living within permanent and transitional housing. This position will act as the main linkage between client(s) and hospitals and will serve as the staff member who provides leadership, coordination and supervision for the delivery of services for the seniors and the staff team. A key component of the position will be the building of a support network of community resources, especially supportive housing providers, which will empower the individual and increase their independence, dignity and self-respect in a secure community environment thus allowing them to move on to live in the community with appropriate support. This position will include both individual and group work.

The Coordinator of Care & Transitional Services will also act as the main linkage between the client(s), hospitals, other healthcare professionals, client family members and other supports in the assessment, intake and discharge of clients. This position collaborates with the Program Director and is involved in the development, monitoring of the overall program and development and special projects. On-call responsibilities will also be required.

***Note:** A satisfactory vulnerable sector check (VSC) is a requirement of employment.*

RESPONSIBILITIES:

1. DIRECT SERVICES

- Coordinating the assessment of the individuals referred to the program, determining their daily living requirements or need.
- Developing a plan of support and recovery which includes identifying the priorities, goals and required supports for their transition to stable housing in the community, in conjunction with other professionals and staff.
- Re-evaluating the level of support provided and interviewing residents as to their suitability for independent residential sites.
- Participating on case conferences and providing case management services to those who require these services.
- Liaising and acting as the main linkage with other service providers as needed.
- Establishing and maintaining a housing referral network specifically geared to meet the needs of clients.
- Providing direction and support to staff involved in direct service delivery.
- Maintaining a general awareness of the daily activities in the house and identifying staffing issues.
- Promoting the personal empowerment of each client by building a rapport through coaching, mentoring and support, enabling each to meet the daily requirements of their living environment and directly assisting with their daily living activities, as required.
- Providing 24 hour crisis management on a rotational basis
- Mediating issues or conflicts between residents, or residents and neighbours, teaching conflict resolution; following-up on issues with residents to ensure resolution.
- Establishing and maintaining a support network of social, family, medical and psychiatric community links and resources; advocating on their behalf in navigating the social services and health care systems to ensure accessibility and availability of services.

2. RECORDS AND DATA COLLECTION

- Maintaining accurate records and files on the provision of service to residents/clients.
- Ensuring the timely collection of all required data (CIS) and that these reports are distributed to LOFT by the required dates.
- Assisting with and ensuring assessments (e.g. RAI CHA) are up to date and completed

3. PLANNING AND MONITORING

- Participating in the annual program planning process.
- Identifying gaps in service and recommending solutions.
- Participating in meetings, planning and evaluation initiatives, committees, events and activities.
- Compiling program evaluation reports and statistical information, inputting as required.

QUALIFICATIONS:

- Minimum of 3 years Registered Practical Nurse experience.
- Current registration with the College of Nurses of Ontario and able to practice without restrictions.
- Completion of a Degree in Social Work, Community College Diploma or its equivalent will be considered.
- Full-time work experience working directly with older adults and seniors with significant mental health, cognitive and addiction challenges.
- Demonstrated team leadership ability and management training.
- An understanding of the Psychosocial Rehabilitation principles, and the ability to operationalise them.
- Counselling and responding skills, with well-developed problem solving abilities.
- Good oral and written communication skills.
- An understanding of the therapeutic relationship, and an ability to come to an agreement with clients on goals/priorities.
- Knowledge of community resources and supports specifically for older adults and seniors with mental illness and addiction challenges.
- Ability to work effectively within a team environment and to interact with other mental health professionals from hospital settings and the wider community.
- Excellent computer skills and familiarity with client data collection (CIS/CDS).
- Driver's license and access to a vehicle is an asset.
- Knowledge of other languages is an asset.
- Understanding of cultural competency and anti-oppression framework.
- Reflective of a multi-barriered group, as serviced by the program, a strong asset.

TO APPLY: Send resume with cover letter to Human Resources, **Email:** hr@loftcs.org

LOFT Community Services is committed to fostering an inclusive and accessible environment and dedicated to building a workforce that reflects the diversity of the community in which we live and serve. LOFT is committed to making employment opportunities accessible in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. Requested accommodation will be provided in all parts of the application and hiring process by contacting humanresources@loftcs.org or (416) 979-1994.

We welcome and encourage people from equity-deserving communities and intersecting identities to apply for this position.

PLEASE INCLUDE: "Coordinator of Care & Transitional Services – Toronto East" IN THE SUBJECT LINE OF ANY EMAILS.

CLOSING DATE: May 14, 2021.