Job Posting: Client Services Case Worker
CLOSING DATE: August 26 2016

Title
Client Services Case Worker

Term of employment
Permanent Part-time
24 Hours/week (Specific hours are flexible within a certain time frame).

Salary and benefits
Salary range $20,000 - $24,000 dependant on qualification and experience of candidate.

About us: We are a team committed to serving the people of Ottawa facing all aspects of an unintended pregnancy with the highest level of personal and confidential support. Our aim is that no matter where a client is in their personal journey they feel welcome and safe in seeking our services. We provide support and information to youth through community education presentations; pregnancy options counselling for those faced with an unintended pregnancy; pregnancy support; and counselling support to people post-abortion and post-adoption. We are a charitable, not-for-profit rooted in our values as a Christian service organization. Our vision is "to be known by everyone, accessed by all, making informed decisions the standard".

Position Overview:
The Case Worker is responsible for the delivery of services to clients and their support network including intake assessments and direct counselling to those seeking pregnancy options counselling, pregnancy support, post-adoption support, material support and post-abortion support.

The Case Worker will also, from time to time, provide supervision to placement and practicum students, as well as volunteers.

Key areas of Responsibility:

Core Duties:
Under the leadership of the Centre Director, the Case Worker;

1. Is responsible for the coordination of services to clients seeking pregnancy options counselling, pregnancy support, post-adoption support, and post-abortion support.
2. Conducts intake assessments and provide direct counselling one-on-one to clients and their supports for all services provided by First Place Options (options counselling,

pregnancy tests, pregnancy support, material support, post-abortion support and post-adoption support).

3. When required, develops, with the participation of the individual/family/support network, a goal-oriented Plan of Service to assist the adult in accessing services and/or supports where available in the community and provides follow-up where necessary.
4. Maintains thorough and accurate case notes according to First Place Options standards and client confidentiality.
5. Maintains the accuracy, integrity, and confidentiality of information contained in case files and the agency's database in accordance with established standards.
6. Attends regular case reviews and intake debriefs for support and receives direction as needed.
7. Evaluates and recommends when case management services are no longer required.
8. Promotes awareness of FPO by participating in any number of public arenas such as presentations to schools and other agencies, as requested.
9. Provides supervision to placement and practicum students and volunteers when required.
10. Takes on responsibility to help with office support as well as involvement with coordinating events or event elements.
11. Acts as a liaison to various community partners and social service agencies.
12. Organizes incoming donations of material supplies and rotates stock seasonally.
13. Assists with administrative and fundraising tasks when needed.
14. Attends and participates in committees, meetings and training sessions as needed.
15. Performs other related duties as required from time to time.
16. Manages all incoming calls and visits with the utmost professionalism, as the first and most important contact a client will have with First Place Options.

Knowledge, Skills, Education & Personal Attributes

Minimum Qualifications:

1. Agreement with, and willingness to uphold the Commitment of Care, Statement of Core Values, and policies of the Centre.
2. Bachelor of Social Work (B.S.W.) or similar Human Services degree preferred (registration as a Social Worker is an asset).
3. A minimum of year or more of experience in a related field.
4. Written, verbal, and interpersonal communication skills, as well as the ability to engage in active problem solving.
5. Ability, with training, to carry out ongoing responsibilities with little or no daily supervision.

Skills

- Proficiency with Microsoft Office Products, in particular Excel, Outlook (email, calendar, contacts) Word, and Publisher.
- Superior interpersonal and communication (written and verbal) skills in English. French will be considered an asset.
- Strong technical skills (includes writing, editing, inputting).
- Exceptionally strong organizational skills and attention to detail.

- Analytical and problem solving skills.
- Ability to work collaboratively within a team.
- Ability to work with speed, accuracy and consistency.
- Proven ability to work under pressure and meet deadlines.
- Ability to delegate and provide training where necessary.
- Strong ability to multi-task and the ability to work in an environment where interruptions and multiple demands are commonplace.
- Excellent customer service skills.
- Flexible to work evenings and weekends when necessary.

Education
Minimum of a College Diploma or higher is required though applicants with equivalent experience may be considered

Personal Attributes
- Very detailed oriented
- Honest and trustworthy
- Respectful
- Culturally aware and sensitive
- Flexible
- Demonstrates sound work ethics
- Cheerful, positive, self-starter approach

Application procedure:
Please provide a cover letter and resume Attn: Jaclyn Walton, no later than Friday, August 26th, 2016.

By email:
info@firstplaceotpions.ca

By Mail:
P.O. Box 91036 Kanata Centrum
Kanata, ON. K2T 0A3

First Place OPTIONS thanks all applicants for their interest, however only those selected for an interview will be contacted.