

ABI Day Program – Case Manager

Department : Acquired Brain Injury Service (ABIS)

Posting Dates: May 6 - 2024

Competition Number: 2024-NU-002854

Shifts: Monday to Friday - Days

Status: Permanent Full-Time

Salary Range: \$41.06 - \$52.30 per hour

Employee Group: Non-Union

Reporting Relationship: Neuro Behavioural Clinical Manager

Position Overview:

The Case Manager is responsible for helping patients achieve autonomy, and coordinating and providing safe timely services to the affected patients by meeting with them, working to understand their needs and connecting them to the appropriate resources. The Case Manager works in the hospital or community to screen patients referred to the Day Program with the Behavioural staff in the program to determine suitability for participation in the Day Program. They refer the patient for supports that may facilitate participation in the Day Program and in their community. The Case Manager also assists the patient in transitioning to other Day Programs, school, home or work once their length of stay is complete. This role may at times be mobile, requiring driving to patient locations, and may at times also require the ability to provide supports via technology. The Case Manager is also responsible for co-creating content and co-facilitating Day Program one day per week and may be responsible for co-facilitating community outings at times.

Responsibilities:

Specific Accountabilities

The Case Manager role may at times be mobile, requiring driving to patient locations. It also requires the ability to deliver services in a virtual format if required.

- Knowledge of the principles of case management theory/practice using a patient-centred philosophy
- Provides intake screening, and assessment for referral to services in conjunction with the team
- On patient admission, provides the following: completes on-site intake and updates electronic clinical record as required; provides facility orientation.
- Completes a comprehensive assessment of the nature of each patient's unique goals and needs through collaborative engagement with each patient and their respective support networks
- Liaise with referral sources and external care providers to provide input and education around resources available in the patient's communities
- Facilitates completion of referrals/service request forms to resources in hospital and community.
- Delivers community based learning to agencies.
- Supports patients and their families to manage self-care, develop social and emotional skills, and prevent relapses through supportive coaching, demonstrations and modeling, via facilitation of interactive activities such as individual and group workshops and meetings in conjunction with other Day Program team members.
- Encourages socialization and support among program participants; works with patients to promote informed decision making and to improve their quality of life.
- Facilitates patient utilization of appropriate community services and rehabilitative programs by researching and liaising with available services, providing related advice and consultation to patients, and providing referrals to appropriate community treatment alternatives and services, including residential programs, family therapy, marital and separation counselling, alcohol and drug treatment, victim assistance, employee assistance programs, clubhouses, transition homes, vocational programs and other agencies. Utilizes available community resources such as volunteers, community groups, alternate care services and other service agencies to develop supportive and rehabilitative programs for adults and their families.
- Performs risk assessment for suicide, violence or homicide when indicated; determines the strengths of the patient and community supports that they have available to them; advises patient of alternative services that should be considered; documents the onset, duration and severity of the current problem.
- Contributes to team building and program and policy development by participating in regular team meetings and peer review processes.
- Initiates and participates in individual professional development; maintains current knowledge and skills in relation to ABI, rehabilitation, addiction, co-morbid conditions, dual diagnosis, and family issues. Keeps abreast of community resources especially as it relates to referral sources.
- Performs other related duties as assigned.

ABI Day Program – Case Manager

Unit Accountabilities

Functional Guidance

- Develop a collaborative, supportive and therapeutic relationship with each Day Program patient
- Sound clinical knowledge and understanding of the patient population and demonstrated ability to work effectively with individuals with a ABI
- Collaborate on and co-ordinate about patient and program activities with other Day Program staff
- Provide and participate in educational activities for Day Program patients
- Prepare documentation.
- Previous work experience and/or knowledge about how to provide the following services: assessment, service coordination, transition planning, informal counselling and advocacy/rights protection
- Excellent knowledge of community resources specific to people living with a ABI and demonstrated ability to negotiate with others on behalf of patients
- Experience with and demonstrated ability to engage and connect with diverse patients and community partners
- Demonstrated ability to use problem-solving techniques to identify and assess patient needs and support patient goals
- Excellent administrative skills, organizational skills, communication skills and interpersonal skills
- Service Planning and Delivery
- Record any patient behaviours witnessed directly in any applicable behaviour tracking forms.
- Collect information from external and internal care providers

The ABI Case Manager will support facilitation to the day program 1x weekly

- Participate in team and/or hospital wide committees as requested.
- Provide program statistics.
- Participate where required in the revenue generating services of the Hospital.

Orientation, Coaching, Education and Evaluation

- Assist with orientation, training, education and evaluation of staff, and external care providers.

Safety Awareness

- Be aware of conditions and measures that may affect the safety of patients, residents, students, employees, volunteers, physicians and visitors including:
- Compliance with the safety standards of the hospital and applicable legislation
- Identification and prevention of safety issues and problems
- Taking corrective action, where possible
- Attendance at safety meetings/training/updates in accordance with the Centre's standards
- Ability to work in a manner that exemplifies the centre's core values and helps patients get their life back
- Evidence of good performance history and attendance record
- Participate in research and quality improvement activities.
- Present, promote and represent the ABI Service at conferences and other promotion events as required.

Key Qualifications:

- Case management certificate from a recognized college or university, or an equivalent combination of education, training and experience required.
- Bachelor's Degree in Social Work, Psychology, or other relevant health related, rehabilitation or human services related discipline from a recognized college or university preferred.
- Registration with the Ontario College of Social and Social Services Workers of Ontario or other Regulatory College preferred.
- Eligible for registration with relevant/applicable professional association
- Current Driver License (Ontario) Class G and current Insurance coverage (must provide a copy)
- 1 year related experience providing treatment and case management to individuals with an Acquired Brain Injury
- Excellent knowledge of community resources specific to people living with a ABI and demonstrated ability to negotiate with others on behalf of patients
- Conflict resolution and problem-solving ability
- Demonstrated teaching skills
- Demonstrated ability to work well within a team
- Good interpersonal and communication skills (both written and verbal)
- Ability to demonstrate a customer service philosophy
- Knowledge and experience working in a hospital and/or community based intervention model
- Knowledge and experience working with persons with brain injury
- Knowledge and experience providing rehabilitation

ABI Day Program – Case Manager

- Knowledge and experience providing consultation
- Experience working collaboratively on a multidisciplinary team
- Access to a reliable vehicle is required
- Evidence of satisfactory attendance and punctuality
- Demonstrated case management, patient assessment and counselling skills
- Demonstrated ability to communicate effectively, empathically and respectfully in English, both verbally and in writing, appropriate to the situation.
- Demonstrated ability to establish rapport with patients, families, and members of the interdisciplinary team, and to effectively network with other services and agencies.
- Demonstrated ability to prioritize and organize changing caseload needs and work effectively under pressure.
- Demonstrated ability to work independently with minimal supervision.
- Knowledge of community resources and how to access them.
- Ability to operate related equipment including related software applications.
- Physical ability to carry out the duties of the position.

Application Process:

Interested candidates are invited to apply through our website at <https://www.westpark.org/>

We value diversity and inclusivity and are committed to accommodating candidates throughout the recruitment process. If you require any accommodations, please indicate this in your cover letter or contact our Human Resources Recruitment Department at recruitment@westpark.org or call (416) 243-3600 extension 30697

Note: UHN - West Park Healthcare Centre complies with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code.

Join our team and help patients reclaim their lives at West Park Healthcare Centre!

