



springboard

CONNECT. INSPIRE. ACHIEVE.

ABOUT US

Springboard's mission is to build stronger communities by helping youth and adults develop the skills they need to reach their full potential. As a charitable organization, we deliver innovative, professional and diverse programming by establishing partnerships between our clients and their community. Springboard's program areas include community justice, employment, developmental services, youth justice, Weed out The Risk and The Community Learning HUB.

WHO WE ARE

People are at the centre of everything we do. We foster opportunities for skills development, personal growth and social interaction. We also actively promote work/life balance and mental health supports. We foster communication across the agency, from our Town Halls to our quarterly Springboard orientations. We are a learning organization and our people have the opportunity to provide feedback into all areas of the organization.

We have an active Employee Engagement Committee that focuses on connecting staff through communication, a rewards and recognition program, career development initiatives and of course, social and team building opportunities. Springboard offers a comprehensive benefits package for full time, permanent staff and, for all permanent positions, a savings plan that helps support our people in all aspects of their lives.

Internal / External Job Post

Residential Case Manager

DS-U22-34

THE OPPORTUNITY

- Job Class ♦ Union
- Department ♦ Developmental Services
- Location ♦ Toronto, ON
- Status ♦ Full-time Contract (Ending December 31st, 2023, with a possibility of extension)
- Pay Rate ♦ \$51,321.99
- Vacancy Number ♦ DS-U22-34

- Available ♦ Immediately
- Hours/Shifts ♦ Sunday, Monday & Wednesday: 9:00am - 5:00pm
Tuesday & Thursday: 1:00pm - 9:00pm
On-call responsibilities required.
Schedules are subject to change based on operational needs.

The Residential Program at Springboard Services is a transitional home that provides life skills training to men with developmental disabilities and/or dually diagnosed, 18 years of age and older. The position encompasses the primary functions of case management and coordination, advocacy, life skills training, Individual Support Plan (I.S.P.) planning and development, crisis management, administrative and clerical duties, as well as community integration. This is a bargaining unit position.

WAYS YOU CAN CONTRIBUTE

- **Case Management/Coordination** – responsible for assessing individuals' strengths and areas of development, advocacy, referrals and coordinating supports.
- **Goal Planning/Person Directed Planning** - provide individual guidance and support individuals and families working toward individual goals.
- **Group Facilitation** – support and/or facilitate various skill building programming in group and/or individuals
- **Community Partner Liaison/Outreach** – networking, advocating and educating community partners on program and/or individual needs.

- **Rotational on-call Duties** - individual to be completely accessible by telephone during this period
- **Administrative Duties** – accurate and timely completion of documentation ad per organizational and Ministry standards and help contribute to the security and safety of individuals and the staff team.
- **Collaboration** – works effectively with colleagues in supporting client service needs.
- **De-escalation skills** - Deal with crisis situations that may involve volatile behavior from a non-violent verbal de-escalation trauma-informed framework and aligned with individual support plan parameters.

WHO YOU ARE

- Post-Secondary diploma/degree in the social service field.
- Minimum three (3) years case managing individuals with developmental disabilities or dual diagnosis.
- Minimum two (2) years' experience in the development, teaching and monitoring of life skills building programming.
- Maintained a minimum caseload of 15 individuals at one time.
- Strong knowledge and experience creating and implementing individual goal plans, including Person Centered Planning.
- Excellent crisis and behaviour intervention/management, communication, interpersonal, organizational, conflict resolution and leadership skills.
- Demonstrated computer knowledge and use of multimedia teaching tools, knowledge of iPad use and accessing services such as Microsoft Teams and Zoom platforms.
Skill testing/demonstration may be required
- Ability to work with a diverse group and advocate on their behalf when necessary.
- Innovation and creativity in helping to motivate and facilitate new learning and opportunities for clients to experience.
- Demonstrated use of core competencies in:
 - Change Influencer - use various communication styles to get a message across and meet outlined objectives.
 - Time Management and Autonomy - effectively functions alone to handle the requirements and tasks involved with accomplishing goals and meeting deadlines.
 - Accountability – responsible for own actions, behaviors, performance and decisions - providing leadership, being proactive toward challenges, accepting mistakes and taking ownership in finding solutions.
 - Teamwork – ability to collaborate on tasks, support other staff, delegate tasks and responsibilities.
 - Critical Thinking – ability to analyse information in the moment and conceptualization of how to apply and evaluate responses and reasoning.
 - Problem Solving – define issues and discover solutions, ability to address issues and next steps that improve service delivery.
 - Openness to Feedback – ability to receive constructive criticism and feedback in a positive manner.
 - Core Values – of inclusivity, collaboration, innovation, care, and integrity.

Vaccination Policy

This position is subject to the vaccination disclosure mandate by the Chief Medical Officer of Health and if the successful candidate does not meet the definition of fully vaccinated at time of hire, they will be required to undergo an educational program and then every three days, have to submit a negative rapid antigen test within 24 hours of their shift.

Springboard Services continues to follow Ministry and Public Health Guidance and all our employees are expected and required to continue to comply with applicable health and safety measures and compliance with established workplace access controls (e.g. screening), wearing a mask or face covering, using provided PPE, maintaining appropriate physical distancing and self-monitoring of potential COVID-19 symptoms.

APPLY

Thank you for your interest in working with Springboard.

Completion of satisfactory, professional references, background checks, and proof of education are requirements of employment.

The Deadline for Applications February 21, 2023 at 4:00 pm. Please submit your cover letter and resume in a single document. You must also include the vacancy number in the subject line of your email when applying to careers@springboardservices.ca.

Resumes received after the application deadline will be considered at the discretion of the hiring supervisor. **No phone calls please. Only those selected for an interview will be contacted.**

We value the unique skills and experiences each individual brings to the organization and we are committed to creating and maintaining an inclusive and accessible environment for everyone. Applications are encouraged from those who reflect the diversity of our community and we will work with you to provide a positive recruitment experience. Please let us know if you require accommodation during the recruitment and selection process.