

## **Client Resource Specialist Seniors Health Centre Permanent | Full-Time**

### **What we do and why we do it:**

Many seniors experience social isolation, barriers to transportation, and lack of support networks. Our Seniors Health Centre increases the well-being and quality of life of seniors by providing quality, one-on-one, comprehensive care. This multidisciplinary team ensures everyone receives timely services, appropriate referrals, and the delivery of seamless care. Special attention is focused on reducing accessibility barriers and developing a model of care that addresses social, health, and financial needs with particular attention towards building wellness and quality of life.

The Client Resource Specialist works as a patient advocate to streamline access to existing government and community support mechanisms used by seniors who encounter social and health barriers. Reporting to the Team Lead, the Client Resource Specialist demonstrates competence to practice autonomously in the implementation of strategies to promote health and is proficient in planning, implementing, and evaluating best patient outcomes. This is a full time, permanent position.

### **What you will do:**

- Work within a multi-disciplinary team of professionals
- Empower and facilitate individuals to access personal, community and government resources available
- Provide a facilitative process and improved outcomes for individuals with disabilities through increased customer service assistance and guidance with various community and government services and supports
- Deal with crisis/emergency situations
- Coordinate services through referrals and through the provision of direct assistance
- Assist individuals to connect with resources that will help them explore opportunities and goals
- Perform case management services through referral to social, educational, mental health and medical agencies
- Follow-up referrals to ensure service delivery and monitor patient's progress
- Perform advocacy functions with housing agencies, social agencies, and other professionals in order to obtain patient-needed services
- Consult other social educational, health services, and mental health professionals in the identification of dysfunctional behavior and implementation of an appropriate treatment approach
- Coach individuals towards meeting legitimate needs, personal and social goals
- Provide housing support as needed
- Help patients with Safety/Support Systems and set-up IE-MOW, Lifeline, Core Connect etc.
- Drive patients to and from appointments as needed
- Collect data and prepare reports for partnering agencies such as United Way
- Liaison for volunteers of the Seniors Health Clinic in partnership with the Volunteer Administrator
- Assist with data collection and entry as directed

**What you will bring:**

- Bachelor's Degree in Social Work
- Minimum 2-5 years of experience working with vulnerable seniors
- Solid knowledge of services and programs specifically relating to seniors within the community and government regarding employment housing, financial assistance, medical and social support are required
- Assessment, support and intervention consultation, and advocacy skills are required
- Strong sense of teamwork with a patient/family centered focus
- Strong ability to establish and maintain effective working relationships with patients, associates, and other community agencies
- Solid working knowledge of issues related to government benefits, housing assistance, and employment an asset
- Work independently in an effective and efficient manner
- Knowledge of psychological and counseling theory (IE-psychological basis for dysfunctional behavior), principles, practices, and techniques
- Well-versed in education, legal, and health care systems
- Competent working with computerized systems and programs
- Skilled in conducting research and preparing statistical reports
- Ability to quickly and accurately implement solutions to patient problems
- Experience working with diverse populations
- Demonstrated ability to exhibit empathy and concern for the problems and needs of patients
- Evidence of active participation in professional and community activities
- A class 5 non-GDL driver's license, clean drivers abstract, and a personal vehicle that can be used for work purposes with \$2 million in liability coverage are required
- Standard First Aid – Level C CPR & AED within 30 days of hire date, certification must be valid for a minimum of 6 months upon hire
- Satisfactory vulnerable sector police clearance is required
- Knowledge of the United Nations Declaration on the Rights of Indigenous People (UNDRIP) and the Truth and Reconciliation Commissions (TRC) 94 Calls to Action an asset

**Working Environment:**

- Based in the Seniors Health Centre, but requires travel to other Alex sites and to the communities where our patients live
- 1 FTE (37.5 hours/week)
- Monday through Friday, typically 8:00 to 4:00 with the need for flexibility to respond to patient needs
- Continuous extended periods of sitting, standing, and walking.
- Occasional climbing and carrying objects up or down stairs throughout shift.
- Occasional physical action: requires the ability to bend/crouch, reach above shoulder height, kneel/crawl, and carry objects (up to 20 lbs.) throughout the shift. This may include lifting and transferring clients who require assistance moving.

**Driving on behalf of The Alex:**

This position is required to use your own vehicle for work-related use or drive Alex vehicles for work purposes. Where required, candidates must show proof of a class 5 non-GDL driver's license, a personal vehicle, a clean 5-year drivers abstract, and \$2 million liability insurance to meet our insurance providers requirements.

As a condition of employment, The Alex requires the successful candidate to be fully vaccinated against COVID-19. Where the candidate has not obtained the vaccine, the candidate will be considered on an exceptional, and case by case basis; The Alex will adhere with its obligations under the Alberta Human Rights Act.

**How to apply**

If you are as passionate as we are about making a difference in people's lives, visit our Career Centre at [Join Us - The Alex Join Us - The Alex](#).

*This position will remain open until a suitable candidate is found. We thank all applicants for their interest, however, only those selected for an interview will be contacted.*