



BRAIN INJURY ASSOCIATION OF DURHAM REGION

BIAD is a charitable, non-profit organization whose members are people of Durham Region who have experienced brain injuries, their families and other who share our vision.

Every year, thousands of people in Ontario sustain injuries resulting in: cognitive impairments, motor sensory deficits, physical impairments, social/behavior difficulties and other problems. These injuries to the brain drastically and permanently alter the lives of the people who are injured and the lives of their families, friends and communities.

As we strive to enrich the lives of the people who have experienced brain injuries through support, information and advocacy, we now have an exciting opportunity, in the capacity of **Client Support Coordinator**, for the right individuals to join our strong team that is focused on providing excellent client support to our amazing clients!

The Client Support Coordinator will assist individuals within the scope of BIAD programs and services, to achieve the highest quality of life possible. This position will also assist individuals with their physical, economic, housing, vocational, recreational, social, emotional and daily life skills development.

The Client Support Coordinator will provide case management services based on the individual client needs and align them with the appropriate BIAD programs and services outlined below:

- **Community Support Services Program** - An agile outreach service that functions as an accessibility guide to provide service connection and support in the community
 - Support clients as they strive to address their own day-to-day needs in areas such as budgeting, household management, transportation, organization, etc
 - Promote learning opportunities and strategies to manage daily activities, appointments and memory
 - Facilitate the process of getting to, and staying connected to, community service agencies
- **Homelessness Prevention Program** - Provide services and supports to assist vulnerable or at-risk clients with support in obtaining or retaining housing
 - Assist clients to maintain current tenancies and secure or retain housing by:
 - Advocate and mediate with landlords and other services
 - Provide financial assistance for those clients with critical housing need
 - Utilize the “Vulnerability Assessment Tool” (VAT) to identify a client’s needs and assist in the development of a case management plan
 - Utilize the “Vulnerability Index - Service Prioritization Decision Assistance Tool” (VI-SPDAT) to prioritize clients for service
 - Provide direct financial assistance of an incidental nature e.g. replacement of identification, bus tickets, meal tickets, etc.
- **Recreation Program** - Decrease isolation in the community by engaging clients in recreation and social activities that promote active and healthy living
 - Support clients in their daily and weekly activities such as exercising, banking, appointments, etc.
 - Coordinate with the Recreation specialist to assess client needs and design a personalized fitness plan



BRAIN INJURY ASSOCIATION OF DURHAM REGION

- **Supported Independent Living Program** - Provide one to one, goal directed support based upon a client's identified level of support requirements
 - Support clients on attaining their individual goals in areas such as travel training, scheduling, employment support, activities of daily living routines, grocery shopping, assistance at medical appointments, etc.
 - Aid clients in their own home/program and in the community to allow them to function more safely and independently
 - Accompany and/or transport clients to activities such as appointments, shopping or leisure activities
 - Review and evaluate client progress and make adjustments to programs as required
- **Technology Support Program** - Uses technology in client homes to aid in memory support
 - Coordinate with the Technology specialist assess the needs of the client to determine the best technology support required and provide set up in their home e.g. Google Home, Tablet, etc.
 - Maintain, review and evaluate the client technology set up to ensure it is meeting the changing needs of our clients
- **Transitional Support Program** - Assistance provided to clients in transitioning from OW to ODSP or CPP-D
 - Secure identification and/or family doctor, if required, to obtain the necessary medical reports and assessments
 - Navigate the transition process with ODSP or CPP-D office including the completion of forms
 - Provide advocacy during an Appeal process

In addition to the above the worker is expected to:

Service delivery:

- Keep accurate notes and reminders to ensure follow through with clients
- Facilitate community partnerships with other agencies, professionals, government officials and the community of Durham Region
- Recognize, analyze and respond to potential emergency situations such as client's aggressive behaviour or medical emergency to ensure no harm comes to clients, employees and/or the public
- Attend Day Program during idle periods and client cancellations to assist Day Program staff

Administrative:

- Participate actively and constructively as a team member in all staff and team meetings, case file audits, conferences and training sessions as required to ensure continual program development
- Ensure that all required documentation is complete and accurate in accordance with established processes including time dockets and expense reports, etc.
- Ensure the maintenance and safe keeping of an effective filing system that will include files and documents involving client and administrative files
- Uses sound judgement; carries out job duties in a professional manner
- Respect the rights and privacy of our clients and their families
- Comply with all applicable agency policies and procedures. Specifically, as it relates to the programs as it impacts on the responsibilities of this position including legislation related to privacy and the release of personal information
- Perform other duties and responsibilities as assigned



Qualifications / Skills:

- Minimum undergraduate degree/diploma in Social Work/Social Science or related field from an accredited college/university or equivalent work experience
- Strong time management and prioritizing
- Ability to work independently with minimal supervision as well as being an active member of the team
- Excellent communication skills both verbal and written
- Knowledge of the complexities of working with a diverse range of clients
- Proficient in the use of technology tools/software relating to a client support role for tasks such as writing client notes, scheduling and communication
- Experience with ABI, Mental Health and Addictions is an asset
- Access to a working vehicle and the necessary insurance to take clients out in the community
- A successful vulnerable sector police screening and clean driving record is a requirement

All interested candidates should provide a cover letter and resume to via email to hhofmann@biad.ca with the position title in the subject line.