



Job Posting –Internal/External

Position Title: Case Manager - (1 vacancy)

Status: Permanent Full-time

 **Working Hours:** 37.5 hrs per week, Monday – Friday (plus after hours and weekends on-call rotation)

 **Salary:** Starting at \$49,666.50

 **Location:** 48a Rosemount Avenue, York, Ontario (hybrid work arrangement)

About ESS Support Services:

ESS Support Services is an award-winning not-for-profit community support agency that has been supporting older adults, seniors, older adults with disabilities, families and caregivers in the Etobicoke community, and beyond, since 1983.

A community leader for over 40 years, ESS offers a diverse range of high-quality services and accredited programs designed to support the independence, social well-being and health of our clients, along with a helping hand and respite for their families and caregivers.

About The Role

The Case Manager assesses client and caregiver needs, determines eligibility for community services, manages program waitlists, and develops plans based on the client/caregiver needs and preferences. Supports clients and caregivers by facilitating program admissions, appropriate referrals, and crisis management. Facilitates the delivery of client/caregiver events and programs. Provides guidance and leadership to staff. Represents the agency at community tables and networks. Supports the development and implementation of agency, department, and program strategic goals and priorities. Supports the health and safety of clients, staff, and program sites.

What You Will Be Doing

- Assesses and identifies the individual needs and risks of clients/caregivers and determines eligibility for community support services.
- Manages a diverse mix of caseloads, establishes goals, and develops client-centred plans and recommendations in collaboration with client's circle of care.
- Organizes and schedules appropriate supportive services for clients/caregivers and facilitates appropriate referrals to internal and external programs.
- Manages program waitlists, enters and maintains accurate program data.
- Facilitates and supports client/caregiver events and programs.
- Accesses and maintains up-to-date and confidential client case records.
- Performs regular reassessments in accordance with agency policy and provides education, advocacy, and crisis management to clients/caregivers.
- Gathers and analyses information relevant to clients and programs and provides reports on program progress.
- Maintains professional networks with community partners to connect clients with community resources and address their needs.
- Coaches, mentors, and provides leadership and guidance to staff in relation to client care concerns as needed and appropriate.
- Participates in after hours and weekends on-call rotation.
- Performs other duties as required.

What You'll Bring


- Post secondary degree or diploma in social work, social services, or related field
- Demonstrated clinical experience in home and community care, case management, crisis intervention, and program facilitation and delivery
- Robust knowledge of caregiver issues, the health care system, and community resources

- Strong time management, problem solving and organizational skills
- Exceptional interpersonal, verbal, and written communication skills, with attention to detail and high level of initiative
- Knowledge and training of HPG, Inter-RAI CHA and other assessment tool is an asset
- Able to work well independently and within a dynamic team
- Proficiency in Microsoft applications and experience with AlayaCare
- Valid Ontario Driver's License and use of a reliable personal vehicle, is required
- A current and satisfactory Vulnerable Sector Police Records Check
- Able to provide proof of full 2 dose COVID-19 vaccination upon hire

What We Offer

- Hybrid work arrangement (*subject to operational needs*)
- Generous paid vacation and sick days
- Extended health and dental benefits
- Disability and group life insurance benefits
- Employee Assistance Program
- Group RRSP
- Mileage reimbursement for work-related travel
- Opportunity for professional development
- Opportunity to work with an organization committed to supporting each other and our community

 **Apply by:** June 12, 2026

 **To apply:** [hiring@esssupportservices.ca](mailto: hiring@esssupportservices.ca) (*Indicate the position title in the subject line when submitting your application.*)

Additional Information:

We thank all applicants but advise that only candidates selected for an interview will be contacted. All interviewed candidates will be informed of the hiring decisions within 45 days after final interviews.

At ESS Support Services, we believe that people are more than just an algorithm. While we may use AI tools to help us organize applications, they never replace the human touch. Every resume and interview is personally reviewed by our hiring team to ensure that every candidate is seen, valued, and evaluated fairly by a real person.

COVID-19 Vaccination Requirement

To protect the health and safety of our employees, clients and their families and in the interest to follow strong public health measures, it is a requirement of employment at ESS Support Services to be fully vaccinated against COVID-19. ESS Support Services will consider cases needing accommodation as stipulated by the Ontario Human Rights Code.

Equity & Accessibility

ESS Support Services is a not-for-profit agency committed to supporting seniors in their desire to remain in their own homes and their community. We strongly encourage applications from women and men, people from racialized communities, visible minorities, persons with disabilities, aboriginal persons and people who identify themselves as LGBTQ2S+ and are committed to having a team that is made up of diverse skills, experiences and abilities.

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) ESS Support Services will provide accommodation, accessible formats, and communication supports for the interview upon request.