



Job Title: Case Manager/Registered Practical Nurse
Program: Community Connection Services
Reports to: Team Lead, Community Connection Services

Community Connection Services is the first point of contact for individuals seeking services, referrals or information. As part of Community Connection Services, this position provides comprehensive community based case management services enhanced through nursing expertise.

Responsibilities

- Participates as a member of a high performance, multi-service team acting as first point of contact to individuals, providing case management services and managing an assigned caseload of mental health clients
- Conducts comprehensive assessments including OCAN, Gains and Falls Assessments, follow up with referral sources and recommend services and connections to community resources
- Provide support services to clients, up to two or three months in duration, and determines whether long-term services are required
- Reviews clients' in-take and assessment information and presents to Community Connection Services Intake Committee, outlining goals that address clients' needs for long term stability and growth
- Provides case management services in an individualized, supportive and flexible manner
- Works with clients one-on-one looking at coping strategies and educating about community resources
- Advocates and assists clients to navigate the Mental Health System and link to services
- Documents client contacts, performs assessments and creates reports in a timely manner, as outlined in CMHA Durham policies and procedures
- Provides assistance to clients establishing peer and family support networks
- Consults and collaborates with community resources and service providers ensuring clients obtain the most appropriate services and receive continuity in their care
- Provides support services to clients assisting with scheduled appointments, arranging transportation to appointments and/or accompanying clients to appointments, as necessary
- Consults and collaborates with community resources and service providers ensuring clients obtain the most appropriate services and receive continuity in their care
- Advocates for and with clients
- Exchanges and/or transfers nursing knowledge on evidenced based nursing practices with team members in order to assist in the health needs of clients
- Provides information and resources to clients on chronic and terminal illness
- Provides specific medication reconciliation for all incoming referrals as well as referrals going to other internal programs within CMHA Durham.
- Assist with medication education/information for Community Connection Services staff/clients
- Provides on-call services to clients and acts as back up coverage to staff, as required
- Performs other tasks as assigned by management

Requirements

- Registered Practical Nursing Diploma and a minimum of two years related experience or equivalent combination of education and experience
- Member of the Ontario College of Nurses' Association and the Registered Practical Nurses'

Association of Ontario, and is in good standing to practice

- Sound knowledge of psychotropic medications including usage and potential side effects
- Ability to make accurate nursing assessments and implement best practices
- Sound knowledge of the Mental Health Act, Health Care Consent Act, social service benefits and related legislation in Ontario
- Ability to develop and maintain a positive therapeutic relationship with clients
- Ability to develop and maintain positive relationships with community partners and represent the agency in a professional manner at all times
- Ability to acquire and utilize community resources effectively to meet client needs
- Excellent communication (written and verbal) skills
- Ability to organize and present information
- Flexibility to change
- Ability to work independently when necessary
- Ability to think critically and creatively
- Ability to work a variable schedule which may include evenings and weekends as required
- Valid Ontario Driver's license, access to a dependable vehicle in safe working order and appropriate insurance coverage
- Works a variable work schedule, which may include evenings, as required
- Knowledge of MS Office (Word, Excel, PowerPoint, Access and Outlook), as well as the internet

Application Procedure

1. Forward cover letter and resume to: recruitment@cmhadurham.org
2. Deadline for applications is **November 17, 2017**

CMHA Durham endorses the principles of workforce diversity. All qualified candidates are encouraged to apply; however only those selected for an interview will be contacted. Accommodations are available upon request.