



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

This position provides case management, advocacy, support services and nursing services to mental health clients within the Canadian Mental Health Association (CMHA) Durham.

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 **September 29, 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.