



Job Title: Short Term Case Manager (6 month contract)

Program: Community Access Services

Reports to: Team Lead, Community Access Services

Responsibilities

- Conducts comprehensive assessments including OCAN, Gains and Falls Assessments, follow up with referral sources and recommend services and links to community resources
- 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
- Provide support services to clients, up to two or three months in duration, and determines whether long-term services are required
- 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
- Provides support services to clients assisting with scheduled appointments, arranging transportation to appointments, as necessary
- 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
- Documents client contacts, creates daily logs, summaries and other reports in a timely manner, as outlined in the CMHA Durham policies and procedures
- Works closely with the Nurse Practitioner Led Clinic to process short term case management referrals directly and provide outreach services to individuals that are unable to come in to the clinic
- Provides on-call services to clients and acts as back up coverage to staff, as required
- Performs other tasks as assigned by management

Requirements

- Post-secondary education (i.e. mental health, social sciences or human services) and a minimum of three years related experience or equivalent combination of education and experience
- Sound knowledge 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
- Excellent communication (written and verbal) skills
- Excellent problem solving skills to weigh all factors when assessing clients
- Ability to adapt to changing circumstances
- Ability to organize and present information
- Ability to work a variable schedule
- 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 **April 19, 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.