



Job Title: Case Manager
Program: Housing & Case Management Services
Reports to: Team Lead, Housing & Case Management Services

Responsibilities

- Participates as a member of a high performance, multi-service team managing an assigned caseload of mental health clients within a variety of community settings
- Reviews clients' in-take and assessment information and prepares individualized and supportive Client Care Plans outlining goals that address clients' needs for long-term stability and growth
- Develops, writes implements, evaluates and revises overall treatment goals and plans in collaboration with clients and team members
- Monitors, reviews and updates the Client Care Plan on a scheduled basis revising the plan, as necessary, ensuring flexibility to meet client's needs
- Ensures that clients understand CMHA Durham services and agree to the expectations related to Housing & Case Management services using appropriate agreements
- Works with clients in one-on-one and/or group situations teaching life skills and promoting sharing of responsibilities associated with co-ed and co-operative living in order for clients to reach their goals to move onto more independent housing
- Provides case management services in an individualized, supportive and flexible manner
- Delivers medications to clients and monitors effectiveness, potential side effects and/or interactions
- Supports and assists clients with maintaining their skills to live independently in the community and promotes safe and healthy living standards ensuring that client's basic needs of food, clothing and shelter are met
- Provides support services to clients assisting with scheduled appointments, arranging transportation to appointments and/or accompanying clients to appointments, as necessary
- Provides assistance to clients establishing peer and family support networks
- Establishes supportive therapeutic relationship with clients and advocates for, and with, clients
- 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
- Documents client contacts, creates daily logs, summaries and other reports in a timely manner, as outlined in the CMHA policies and procedures
- Provides on-call services to clients and acts as back up coverage to staff, as required

Requirements

- Post-secondary education in a related area of study (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 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 participate as a member of a high performance multi-service team
- Ability to work independently when necessary
- Ability to think critically and creatively
- Ability to minimize risks adhering to established policies and procedures
- To effectively attain, or exceed, organizational goals and objectives and proactively drive quality improvement
- 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 and weekends, 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 Tuesday November 22, 2016

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.