



**Job Title:** Case Manager (1 year contract)  
**Program:** Assertive Community Treatment (ACT)  
**Reports to:** Team Lead, ACT

### **Responsibilities**

- Participates as a member of a high performance, multi-disciplinary team managing a shared caseload of individuals living with a severe and persistent mental illness within a variety of community settings
- Develops, writes, implements, evaluates and revises overall treatment goals and plans in collaboration with clients and team members
- Monitors, reviews and updates client care plans on a scheduled basis revising the plan, as necessary, ensuring flexibility to meet client's needs
- Participates in, and conducts client-centered comprehensive assessments of psychiatric history, mental status, physical health, use of drugs/alcohol, education/employment, social development, activities of daily living and family structure and relationships
- Documents client contacts using clinical methods and within predetermined time frame in accordance with CMHA Durham policies and procedures
- Delivers medications to clients and monitors effectiveness, potential side effects and/or interactions
- Ensures that clients understand CMHA Durham services and agrees to the expectations related to ACT services using appropriate agreements
- 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 families
- Consults and collaborates with community resources and service providers ensuring clients obtain the most appropriate services and receive continuity in their care
- Provides on-call crisis intervention during night hours and acts as back up to evening and weekend staff, as required
- Provides clients with opportunities for learning through recreation, vocational and concurrent disorder activities
- Other tasks as assigned by management

### **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 the Mental Health Act, Health Care Consent Act, Ontario ACTT Standards, social service benefits and related legislation in Ontario
- Excellent communication (written and verbal) skills
- Ability to develop and maintain positive relationships clients, community, partners and represent the agency in a professional manner at all times
- Ability to acquire and utilize community resources effectively to meet client's needs
- Flexibility to adapt to change

- Ability to work independently and in a dynamic team environment
- Ability to think critically and creatively
- Ability to manage crisis situations
- Valid Ontario Driver's license, access to a dependable vehicle in safe working order and appropriate insurance coverage
- Works a variable work schedule, which includes evenings and weekends
- 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](mailto:recruitment@cmhadurham.org)
2. Deadline for applications is **November 19, 2018**

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.