



CHIPPEWAS OF NAWASH UNCEDED FIRST NATION

Mental Health and Addiction Case Manager

Department: Health & Wellness
Program: Wellness
Report To: Health Manager
Term of Employment: Full-time Permanent
Hours of Work: 30 hours per week
Level: Level 6 (\$33.30 - \$41.40)

JOB PURPOSE

Under the direct supervision of the Health Manager the Mental Health and Addictions Case Manager serves individuals with mental health and addictions issues and ensures the client receives necessary services and support. Assists transitions to happen smoothly, and ensures that the work of multiple service workers and caregivers is coordinated to enable clients to make changes in their lives that they desire in order to increase the quality of their lives.

KEY DUTIES AND ACCOUNTABILITIES

- Includes intake, assessments and documentation of client status and determining the most appropriate referral in collaboration with other members of the Health and Social Services Team
- Support individuals with mental health and substance abuse issues from a recovery and harm reduction approach
- Collaborate with primary care and services providers in building referral relationships and coordinating care
- Group facilitation and effective individual counselling techniques and skills
- Perform case planning, monitor and support the clients progress in addressing barriers through various methods including 'one on one' support and motivate and facilitate participation in programs
- Attend regularly planned case conferences with other services to review/revise assessments, services and recovery plans and ensure coordination of care for the client
- Develops workplans, regular reports, updates and evaluations documenting partnerships, programs and case coordination
- Assist staff by providing client assistance for matters such as but not limited to wellness checks, form completion such as but not limited to Non-insured Health Benefits, Jordan's Principle, reapply for lost ID, transporting to appointments and the food bank
- Work collaboratively with other frontline agencies including emergency shelter staff, community outreach, police, housing, health and wellness, social services
- Advocate for the client with a variety of service providers
- Supports through a culturally sensitive approach that respects cultural values and traditions
- Participate in the communities Violent Risk Assessment (VITRA) and Rapid Intervention Support Team (RIST)
- Maintain a strong working knowledge of the communities' services and resources
- Complete required documentation and forms, record relevant information, and record statistics as required to ensure accurate records of service provided
- Develop and implement (along with service providers) programs and services to meet the needs of the community when identified as needed
- Complete necessary administrative tasks
- Participate in training and professional development activities as required
- Perform other duties as assigned that are reasonably related to the role

REQUIREMENTS

Education and Experience:

- A Bachelor's degree in Social Work, Nursing or related field
- A minimum of two years (2) years' work experience in Social Services, addictions and mental health

Designations, Licences & Requirements:

- Valid Ontario Class G Driver's Licence
- Acceptable recent Criminal Record and Vulnerable Sector Check
- First Aid and CPR certification or willingness to undertake
- Training and certification in WHMIS 2015, Occupational Health and Safety, Workplace Violence and Harassment, COVID-19 Health and Safety, Health and Safety Overview

Knowledge, Skills & Abilities:

- Able to work independently or in a team
- Able to maintain composure during frustrating interpersonal relationships situations
- Able to maintain client confidentiality and professional boundaries and respect client privacy and autonomy
- Demonstrated ability to work with clients utilizing a goal-focused approach
- Understanding of community agencies and a cross section of service providers
- Knowledge of indigenous culture and traditions with respect for all faith-based standards of living

PROBLEM SOLVING & COMMUNICATION

- Experience in conflict resolution practices including 'in the moment' problem solving and intervention
- Effective interpersonal and communication skills
- Ability to relate and support all clients in a non-judgmental way
- Work as part of a multi-disciplined team with professional commitment, flexibility and good dispute resolution skills

DECISION MAKING & IMPACT

- Ability to assist and support clients and/or community members who are experiencing a variety of diverse difficult situations
- Maintain a personal code of conduct of integrity and sound judgment
- Demonstrate sound judgment by knowing when to consult with the Supervisor and/or make reports regarding mandates and professional reporting requirements
- Ability to monitor the impact of the programs and services and make recommendations as needed

SAFETY RESPONSIBILITIES

- Ensure thorough understanding of Health and Safety Policy and Procedure Manual and Occupational Health and Safety acts and regulations
- Ensure using prescribed protective equipment and/or devices for safety and setting example
- Follow reporting for potential and actual hazards
- Take every reasonable precaution in the circumstances for the protection of self and others

STAFF REPORTS

- No direct reports, but may be required to show others how to perform tasks

WORKING CONDITIONS

1. **Physical Demands** – Frequent periods of stooping, reaching, pushing, walking, climbing, standing, kneeling, lifting and/or fixed work position. Lifting of some objects not exceeding 20 pounds
2. **Environment** – Combination of indoor and outdoor work environments which may present exposure to adverse weather conditions and safety hazards. Exposure to undesirable scents/smells and hazardous material including, but not limited to cleaning supplies
3. **Mental Effort** – Some may find tight deadlines and interactions with persons and or situations stressful
4. **Position Type/Expected Hours of Work** – Regular full-time hours of 30 hours per week and requires availability to work some evenings, weekends and holidays

This job description is intended to convey information essential to understanding the scope of position and it is not intended to be an exhaustive list of experience, skills, efforts, duties, responsibilities or working conditions associated with the position.

I hereby acknowledge and agree to comply with the above job description necessary to fill the position.

Employee Name

Employee Signature

Date

Supervisor Name

Supervisor Signature

Date