



Canadian Mental  
Health Association  
Sudbury/Manitoulin

Association canadienne  
pour la santé mentale  
Sudbury/Manitoulin

**Case Manager**

**INCUMBENT:**

**REPORTS TO:** Manager of Clinical Service

**PROGRAM:** Community Support Services

**APPROVED BY:** Board of Directors

**DATE APPROVED/REVISED:**

**HOURS:** 35 hours/week

#### POSITION SUMMARY:

Under the direction of the Coordinator, Case Management, the Case Manager provides rehabilitation and comprehensive personal support to individuals experiencing mental illness. Support is provided in office, home, in the community and virtually with individuals in the Sudbury/Manitoulin area. The Case Manager provides professional support services within the framework of a client directed recovery and rehabilitation model. Staff will assist the client in assessing their readiness for change in any of the four recognized rehabilitation environments: living, learning, working and/or social.

#### ESSENTIAL JOB RESPONSIBILITIES:

- **Provide support to client to assist in their recovery and rehabilitation**
  - Meet with individuals, either at their home, in the office, over the phone or in the community.
  - Complete the following assessments with individuals:
    - Ontario Common Assessment of Needs (OCANS),
    - Wellness Recovery Action Plan (WRAP assessments),
    - Psychosocial Rehabilitation assessments (readiness assessment, overall rehabilitation goals, achieving valued roles assessments, etc.)
  - Set overall rehabilitation goals with the client based on assessments.
  - Provide case management, personal psychosocial rehabilitation, counseling and support to client in achieving goals, in the four rehabilitation environments: living, learning, working and social, and provide personal support
  - Build rapport with client to ensure the client can work with the practitioner in the rehabilitation tasks.
  - Preparing and assisting awareness activities/recovery awareness activities for individuals
  - Provide crisis support.
  - Where family involvement has been indicated, assess the needs and values of the family in order to support, link, educate and advocate for family as needed.
  - Ensure family is aware of available resources. Where conflicts arise between the wishes of clients and family members, family members are referred to an alternative staff or service.
  - Assist clients in accessing and obtaining other community resources where needed and appropriate and advocate with and for clients to ensure adequate resources are available.
  - Where resources do not exist or are inadequate, advocate within the system to develop or improve essential services and resources for individuals with serious mental illness
  - Ensure overall rehabilitation goals are achieved.
  - Maintain records of clients' rehabilitation plans.
  - Ensure that all client discharges are planned to support the clients; ability to transition.



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- **Provide Training**
  - Research material for communities of practice.
  - Prepare lesson plans.
  - Facilitate monthly lesson plan to our communities of practice team.
  - Organize and conduct skill teaching and promotion, educational, or support groups for clients at varied locations.
  - Participating in the delivery of a variety of educational presentations dealing with mental health promotion and services of the agency.
  - Developing resource materials for educational presentations and groups.
  - Evaluate the effectiveness of activities and sessions.
  
- **Workshop Team Member**
  - Research material for workshops.
  - Book rooms and set up in advance of workshops.
  - Facilitate workshops.
  - Send out workshop email to inform of upcoming workshops.
  - Attend monthly meetings with workshop team.
  - Create warm up activities/cool down activities.
  
- **Other**
  - Provide orientation to students.
  - Provide orientation to staff (new and returning staff).
  - Routinely assess client's primary health for potential problems:
    - Develop and implement a plan with the client to address any primary health related concerns.
    - Enlist assistance of other health services where appropriate.
  - Assist with community events and fundraise for CMHA.
  - Attend and participate in Supervision and Performance review meetings.
  - Attend and participate in Organization meetings, such as Clinical meetings, Agency Planning Day (APD), etc.
  - Attend training such as webinars, psychiatric training, video conferences, etc.
  - Attend annual training such as WHMIS, anti-harassment and violence non-violent crisis intervention (NVC), privacy, accessibility, etc.
  - Provide supervision to agency volunteers and students as requested.
  - Substitute for and assist other agency staff where skills are applicable.



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## Case Manager

### Qualifications

- Graduation from a 2-year College Diploma Program or completion of a University Degree in a Human Services area.
- Computer skills: Microsoft Word, Excel, PowerPoint and Outlook.
- Experience with Client Record Management and Assessment Software.
- Valid Ontario Driver's License.
- Access to a reliable vehicle.
- Automobile liability insurance coverage in the amount of at least \$2,000,000.
- Minimum 1 – 2 year' experience working with individuals, families in the mental health system.
- Proficiency in both official languages is essential for 40% of these positions.

### Professional designation/certification (options):

- i.Registration, in good standing, with a regulating professional body (e.g. OCSWSSW), or working towards registration;
- ii.Certification, in good standing, with a professional certifying organization\* within health or social service fields (e.g. CPRRP from PSR Canada), or working towards certification.

*\*Organization must have a written code of ethics, core values and standards that are consistent with those of CMHA S/M-S/M. Certification must require members to meet a core set of competencies, have a requirement for continuous learning to maintain certification and be approved by CMHA-S/M.*

### JOB SPECIFIC COMPETENCIES:

The following competencies are required for this position:

|  |  |
|--|--|
| <b>Planning, Organizing and Coordinating</b>   | Efficiently uses time and completes tasks/projects on time through the routine planning of own work and organization of resources. Develop plans considering the agency's objectives, responsibilities, timelines and resources. Keeps appropriate people informed of task/projects. |
| <b>Teamwork and Collaboration</b>              | Participates willingly and supports team decisions. As a member of a team, keeps other team members informed and up to date on group progress, individual actions or influencing events, shares all relevant or useful information.  |
| <b>Integrity</b>                               | Upholds clear ethical standards that are broadly respected within the agency and with outside partners. Holds self-accountable for professional behaviour. Is able to make thoughtful judgements and reasoned decisions when ethical standards are in conflict.                      |
| <b>Client Service Orientation</b>              | Follows through on client inquiries, requests and complaints and is responsive to public interests and concerns.   |
| <b>Listening, Understanding and Responding</b> | Demonstrates openness and receptivity to new information. Is willing to listen when approached by others. Picks up on non-verbal cues to others' feelings and emotions. Is aware of own feelings, reactions and messages.  |



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### Functional Skills

Ability to provide strong support and leadership skills, excellent multi-tasking and time management skills, exceptional communication and quality improvement skills.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization