



Canadian Mental
Health Association
Sudbury/Manitoulin
Mental Health &
Addiction Services

Association canadienne
pour la santé mentale
Sudbury/Manitoulin
Services de santé mentale
& de toxicomanie

Case Manager

INCUMBENT: TBC

REPORTS TO: Coordinator, Case Management

PROGRAM: Community Support Services

APPROVED BY: Director, Programs and Planning

DATE APPROVED/REVISED: June 2022

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 an individual directed recovery and rehabilitation model. Staff will assist the individual 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 individual to assist in their recovery and rehabilitation

- Meet with individuals, either at their home, in the office, virtually/ over the phone or in the community.
- Complete various documents, screening, and assessments tools with individuals:
 - Accepting Services, Consents, GAIN suite, Suicide Risk, Ontario Common Assessment of Needs (OCANS), OPOC.
 - Wellness Recovery Action Plan (WRAP assessments),
 - Psychosocial Rehabilitation assessments (readiness assessment, overall rehabilitation goals, achieving valued roles assessments, etc.)
- Provide case management services using a psychosocial rehabilitation approach, counseling, and support to individual in achieving goals, particularly in the areas of basic life skills, social interactions, family relationships, vocational skills development (living, learning, working social), coping with mental illness, medication education and compliance, monitoring progress and providing support when problems or crises arise.
- Develop a care plan with individuals based on assessment of needs and work towards achieving set goals.
- Preparing and assisting awareness activities/recovery awareness activities for individuals
- Where family involvement has been indicated, assess the needs and values of the family to support, link, educate and advocate for family as needed.
- Ensure family is aware of available resources. Where conflicts arise between the wishes of individuals and family members, family members are referred to an alternative staff or service.
- Assist individuals in accessing and obtaining other community resources where needed and advocate with and for individuals 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 all individual contacts, documentation, care plans are recorded appropriately and according to agency policy utilizing the agencies records management system.



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- Ensure that monthly, annual, and other required reporting documentation are completed.
- Ensure that all individual discharges are planned to support the individuals; ability to transition.

Provide Training

- Participate in relevant Community of Practices, community partnership and stakeholder meetings as deemed appropriate.
- Participate in the evaluation of program goals and objectives making recommendations on changes to current program activities for improved service delivery.
- Organize and conduct skill teaching and promotion, educational, or support groups for individuals 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.

Develops educational programs relevant to individual group

- Organize and conducts skill training, educational, or support groups for individuals at varied locations.
- Obtain and develops resources for delivery.
- Evaluate effectiveness of activities and sessions.

Other

- Carry out all duties of the Case Manager position in a moral and ethical manner.
- Provide orientation to students/ staff (new and returning staff).
- Provide supervision to agency volunteers and students as requested.
- Routinely assess individual's primary health for potential problems:
 - Develop and implement a plan with the individual 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 Days, etc.
- Attend training such as webinars, psychiatric training, video conferences, etc.
- Attend and complete annual training such as WHMIS, anti-harassment and violence non-violent crisis intervention (NVCI), privacy, accessibility, etc.
- Substitute for and assist other agency staff where skills are applicable.



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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 Individual Record Management and Assessment Software.
- Valid Ontario Driver's License and access to a reliable vehicle.
- Automobile liability insurance coverage in the amount of at least \$1,000,000.
- Minimum 1 – 2 years' experience working with individuals, families in the mental health system.
- Knowledge of Mental Health legislation, Occupational Act: Health & Safety, Ontario Human Rights Code, Child, and Family legislation, housing legislation, etc.
- Understanding of Mental Health Policy.
- Knowledgeable of community agencies and resources.
- Excellent interpersonal and communication skills.

Language requirements: Fluency in English is essential. Advanced conversational French is essential for 40% of these positions. Priority will be given to candidates who are bilingual in French and English as per our French Language Service Plan.

Registration and/or Certification is required:

Option a) Registration, in good standing, with a regulating professional body (e.g., OCSWSSW), or working towards registration

Option b) 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.*

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:

Planning, Organizing and Coordinating	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.
Teamwork and Collaboration	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.
Integrity	Upholds clear ethical standards that are broadly respected within the agency and with outside partners. Holds self-accountable for professional behavior. Can make thoughtful judgements and reasoned decisions when ethical standards are in conflict.



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Individual Service Orientation	Follows through on individual inquiries, requests and complaints and is responsive to public interests and concerns.
Listening, Understanding and Responding	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.
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