



INTERNAL/EXTERNAL POSTING

**INTENSIVE CASE MANAGEMENT (ICM), COMMUNITY SUPPORT WORKER
ONE (1) TEMPORARY FULL-TIME POSITION
SEVENTEEN (17) MONTH CONTRACT/BACKFILL UNTIL APPROXIMATELY JUNE 2020
LOCATION: LEAMINGTON OFFICE**

Under the direction of the Integrated Manager, Mental Health Services, provides comprehensive community treatment, rehabilitation and support to referred seriously mentally ill individuals in the Windsor-Essex County area. Provides professional case management services within the framework of a client directed clinical/rehabilitation case management model. Provides a continuum of functions, including: assertive outreach, building therapeutic relationships, developing care plans with clients, client and systems advocacy, symptom management, life skills teaching, supportive counselling, family support, and crisis intervention. Services are delivered one to one, as well as through group facilitation.

Position Responsibilities and Duties:

1. Client orientation. Ensuring clients have an understanding of the services being offered as well as an understanding of processes, rights and expectations for participation in the program.
2. Identification of client needs through ongoing assessment (OCAN) and treatment/care planning.
3. Providing education about illness, symptom management, and coping skills.
4. Developing, delivering and evaluating psycho-educational group programs relevant to county client needs as directed by the manager.
5. Working collaboratively with clients to implement treatment/care plans that focus on strengths, wellness and empowerment to support recovery and goal achievement.
6. Developing relapse prevention/wellness plans as well as providing crisis intervention.
7. Client and Systems advocacy and linkage to resources: Assists clients to access information as well as internal/external resources, services or supports which are deemed necessary. Where resources do not exist or they are inadequate, advocates within system to develop or improve essential services and resources for clients.
8. Supporting reintegration into school, work and social activities as well as the building of a healthy informal support system.
9. Providing life skill coaching to support activities of daily living and independence.
10. Assisting clients in accessing financial assistance and benefits.
11. Assisting clients in accessing emergency and/or stable safe affordable housing.
12. Engaging, educating and supporting families/caregivers/support systems through the treatment and recovery process and encouraging clients to identify and include a care partner.
13. Liaising, when appropriate, with family/caregivers/support systems and other service or health care providers involved with the client to ensure continuity of care.
14. Ensures all file management and reporting functions are maintained in a comprehensive and timely manner.
15. Participates in program evaluation and makes recommendations for changes/improvement.
16. Acts as an Agency Ambassador, representing CMHA-WECB in a professional manner in the community and serves on committees, work groups or boards as requested and approved by the agency.
17. Participates in Agency Speakers Bureau or other public or targeted educational initiatives as requested by the manager.
18. Provides support to volunteers, students and other staff assigned to the program area and substitutes for and assists other agency staff where skills are applicable.



**Canadian Mental
Health Association**
Windsor-Essex County

Community wellbeing is our sole focus.

Education and Skills:

- Knowledge and skills acquired through the completion of Bachelor of Social Work degree (B.S.W.) or Nursing (B.Sc.) from an accredited university is preferred or a minimum of a three (3) year University degree in a field deemed relevant by the employer (i.e. Psychology) combined with significant case management experience.
- Registered member in good standing of a professional college deemed relevant by the employer such as the College of Nurses (preferably with Canadian Certification in Psychiatric/Mental Health Nursing) or the College of Social Workers or the College of Psychotherapy in good standing is considered an asset.
- At least two years recent relevant clinical experience;
- Knowledge of mental illness and treatments, functions and principles of case management;
- Up to date knowledge of relevant mental health policy and legislation including the Mental Health Act; and knowledge of community resources;
- Effective interpersonal, oral and written communication skills;
- Valid Ontario Driver's License and means of transportation;
- Proficiency in the use of computers and various Microsoft software applications;
- Bilingualism in both official languages at the advanced level is an asset for all positions;

Hours of Work:

Thirty-Five (35) hour work week. Flexible hours are required to meet service needs.

The agency's regular hours of operation are Monday to Friday, 8:30am to 4:30pm.

Salary range: Grade 8, \$32.03– \$37.89 per hour
Per 2018-2022 Collective Agreement

Please forward your cover letter and resume clearly stating how your skills and experience meet the position requirements quoting posting reference **CMHA #02-2020 by 4:30 pm Tuesday, January 14, 2020** to careers@cmha-weeb.on.ca

Notes: Qualified internal staff will be given preference to this position.

This position is posted per Article 15 of the Collective Agreement.

CMHA strives to establish and maintain an inclusive workplace and believes that the diversity of our workforce is an invaluable asset. We are committed to following recruitment and selection practices that ensure all candidates are given a fair opportunity for employment with CMHA.