



Job Title:	Case Manager
Facility:	Canadian Mental Health Association
Reports To:	Manager of Employment Services
Bargaining Unit:	BCGEU
Grid/Wage:	Grid 31 \$25.27 - \$27.43/hr MPP pension & extended health care benefits upon eligibility
Classification:	Regular Full-Time (36 hours per week)

*Mental health begins where you live, learn, work and play. Together, we can make a difference*

### **ORGANIZATION OVERVIEW**

The Canadian Mental Health Association (CMHA) Vernon & District Branch, which is a part of a provincial and national organization, is a non-profit organization focused on the promotion of mental wellness in the community of Vernon and surrounding areas in the North Okanagan. We believe in empowering individuals, groups, and communities in self determination to enhance their mental health. CMHA facilitates access to the resources people require to improve mental health and community integration, build resilience and support recovery from mental illness through building capacity, influencing public policy, providing services and supports and developing resources. We are committed to providing an environment that is free from prejudice, discrimination and harassment. We strive to reflect the entire community in our volunteers and staff and promote equal access to the services we provide.

### **JOB SUMMARY**

The Case Manager works alongside an Occupational Therapist and a Vocational Counsellor and is responsible for a full suite of services using an Individual Placement and Support (IPS) model including employment counselling, facilitation, ongoing case management, client financial supports and services, referral, and follow-up. This position's work requirements include a broad range of complex responsibilities including direct client services, computer data entry, conflict resolution and negotiation, time management and organization. Case Managers must be able to manage multiple tasks at one time, maintain a high degree of confidentiality, plan and organize strategically, handle ambiguity and resolve challenges.

### **DUTIES AND RESPONSIBILITIES**

- Responsible for an assigned caseload of clients linked to an integrated health centre in the North Okanagan/Shuswap region
- In liaison with referring clinical staff, coordinate individual client intake into the program ensuring the timely assessment, entrance, and orientation of participants
- Engage clients and establish trusting collaborative relationships directed towards the goal of competitive employment in an integrated community setting
- Work within an interdisciplinary team and as part of a broader integrated system to deliver services to clients experiencing mental health and/or concurrent conditions
- Work to develop networks and links with community employers
- Conduct job development, direct marketing and job search activities directed towards positions that are consistent with the needs and interests of the client
- Provide education and support to employers as agreed upon by the client which may include negotiating job accommodations, workplace agreements and ongoing contact with the employer
- Provide on-site job coaching to ensure orientation and training to clients
- Provide ongoing support and training at the job site, by telephone, through one-to-one counselling and by facilitating group support meetings

- Provide education to mental health service providers regarding the Individual Placement and Support (IPS) model and employment in general
- Maintain up to date information on labour market trends and job marketing techniques
- Ensure that employment team colleagues are kept up to date on clients' progress in order to facilitate support cover during staff absences
- In conjunction with the Manager of Employment Services, set service goals and objectives and ensure that the program is reviewed and evaluated on an ongoing basis against such criteria
- Provide employment support services based on needs assessment to assist clients in developing skills required to effectively prepare for, obtain and maintain employment
- Prepare appropriate applications and support documents for referral to services
- Maintain current and accurate documentation regarding client progress/outcomes
- Other related duties as appropriate and required

## **QUALIFICATIONS**

### **Education, Training & Experience**

- Post-secondary degree or diploma in a relevant field (e.g., career or employment development, vocational rehabilitation, social work, psychology, sociology, human services, counselling, education or human resource management)
- Minimum of three to five years of experience working in career development sector preferred
- Minimum of 2 years direct experience working with individuals with a mental illness
- Strong technical skills in Microsoft Office and Database Management

### **Knowledge, Skills & Abilities**

- Demonstrated ability to provide excellent client-centered services
- Demonstrated ability to manage client caseloads effectively
- Ability to quickly enter data into industry file management systems
- Strong technical and professional writing abilities including editing, spelling, grammar, creating verbiage and proof-reading
- Ability to manage any situation in a respectful, professional manner
- Competence deescalating clients presenting health and safety concerns
- Demonstrated ability to plan and think strategically
- Time management and the ability to perform multiple tasks concurrently
- Ability to comprehend and interpret extensive program policy including identifying when exceptions to policy are appropriate
- Proficient in creating clear, objective and professional documentation
- Aptitude to learn and utilize extensive industry-specific software and databases
- Strong keyboarding and computer operation abilities

*CMHA Vernon is committed to building an inclusive workplace and community and seeks candidates who share our commitment to equity, diversity, and inclusion.*

Please send your resume to [careers@cmhavernon.ca](mailto:careers@cmhavernon.ca)