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| Job Title: | WorkBC Case Manager |
| Facility: | Canadian Mental Health Association |
| Reports To: | Director of Strategic Operations |
| Bargaining Unit: | BCGEU |
| Wage: | \$29.32 - \$30.96 (Grid 31) |
| Status: | Regular, Full-Time (36 hours/week) |

ORGANIZATION OVERVIEW

The Canadian Mental Health Association (CMHA) Vernon & District Branch is a non-profit organization focused on promoting mental wellness in the community of Vernon and surrounding areas in the North Okanagan, and is part of a provincial and national federation. 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 support, and developing resources. We are committed to providing an environment free from prejudice, discrimination, and harassment. We strive to reflect the entire community in our volunteers and staff and promote equal access to our services.

JOB SUMMARY

The Case Manager is responsible for a full suite of services including client needs assessment, 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, financial evaluation, 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

- Provide employment support services based on needs assessment to assist clients in developing skills required to independently job search and effectively prepare for, obtain and maintain employment
- Prepare appropriate applications and support documents for referral to services
- Provide job coaching, encouragement, support, motivation, and additional services as may be required to ensure the client can maintain employment
- Maintain contact with clients, at minimum, at weeks 4, 12, 24, 36 and 52 to confirm accumulated employment
- Determine clients' eligibility for case managed services based on employment status and client type
- Develop and revise client action plans in accordance with Ministry policy and in-house standards for every client accepted into Case Management
- Administer financial supports according to established policies and procedures to minimize financial loss and avoid duplication of other funding source
- Complete appropriate documentation attached to services delivered to ensure accountability for services offered
- Coordinate and communicate key information to other staff delivering services for clients (e.g. placement services, self-employment services) to ensure client success



**Canadian Mental
Health Association**
Vernon & District
Mental health for all

- Maintain current and accurate documentation regarding client progress/outcomes
- Other related duties as required
- Demonstrated commitment to fostering an equitable, diverse, and inclusive team environment
- Attend training sessions that promote equity, diversity, and inclusion

QUALIFICATIONS:

Education, Training & Experience

- A post-secondary certificate, 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

Skills & Abilities

- Demonstrated ability to provide excellent client centred services
- Demonstrated ability to manage client caseloads effectively
- Ability to produce clear, concise and professional documentation
- 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
- Demonstrated ability to foster an equitable and inclusive environment

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