

# Online Job Posting Template

**TITLE:** MENTAL HEALTH AND ADDICTIONS CASE MANAGER

**DEPARTMENT:** MENTAL HEALTH AND ADDICTIONS

**PROGRAM:** MENTAL HEALTH AND ADDICTIONS – VICTIMS OF CRIME

**REPORTING TO:** DIRECTOR OF MENTAL HEALTH AND ADDICTIONS

**HOURS:** PART-TIME POSITION UNTIL MARCH 31, 2022 WITH THE POSSIBILITY OF EXTENSION, PENDING FUNDING.

**SCHEDULE:** VARIETY OF SHIFTS INCLUDING DAYS AND WEEKEND OVERNIGHTS (10PM – 2AM), RANGING FROM 20-24 HOURS PER WEEK

**HOURLY WAGE:** STARTING AT \$20.50 PER HOUR, DEPENDENT ON QUALIFICATIONS AND EXPERIENCE

## ABOUT RAY

**Mission:** To provide youth with what they need, on their terms, to better their lives.

**Vision:** RaY's vision is that all youth have the opportunity to live a healthy and secure life; that they are given the chance to develop a belief in themselves through tools, information and programs that build personal capacity in order to be self-sufficient and no longer need RaY's services.

## ABOUT THE ROLE

The Mental Health and Addictions program exists to support youth in their journey to stabilize emotionally and mentally. Staff will also be required to manage critical cases by facilitating connections to more intensive programs and services, including in the primary health care system.

The Mental Health and Addictions Case Manager will work in partnership with West End 24, creating and maintaining relationships with participants overnight and on weekends. The Case Manager will be responsible for developing rapport and encouraging participants to utilize all of the services RaY has to offer. Collecting and reporting will be a critical part of the role to help the agency understand our youth and participants better. This position is directly focused on developing relationships, advocacy, crisis intervention, addictions support, mental health and addictions education, facilitation, system navigation and administration.

RaY is a fast-paced environment which depends on reliable, open-minded, flexible and team-oriented individuals to provide youth with what they need, on their terms, to better their lives.

## EDUCATION AND EXPERIENCE:

- Post-secondary education in community development, human services or social services (BA/BSW/B.Ed or equivalent preferred)
- Minimum of 2 years of case management experience in the social services
- Mental Health First Aid Basics or Adults who Interact with Youth knowledge

- Preferred certification: Level C-CPR, NVCI, ASIST, Stages of Change/Motivational Interviewing
- Valid driver's license
- Criminal Record Check, Child Abuse Check and Driver's Abstract
- Proficiency in MS Office and general comfort with technology

## SKILLS AND ABILITIES

### REQUIRED ASSETS:

- Ability to work under pressure in a fast past environment
- Experience working with at-risk inner-city youth and demonstrate an understanding of the realities of those living in the inner-city
- Ability to navigate crisis and support others through stressful situations
- Cultural competency skills, knowledge, experience and awareness
- Strong working knowledge of harm reduction principles
- Strong communication and documentation skills
- Capacity to build and maintain strong relationship with partner agencies
- Strong advocacy skills
- Creative problem solving
- Ability to multitask and prioritize in a fast-paced environment with minimal supervision
- Responsible, organized, and detail oriented
- Excellent interpersonal, communication and written skills
- Experience with risk management
- Ability to provide strong referrals and create action plans alongside youth in meeting their goals

## KEY RESPONSIBILITIES

The responsibilities of the Mental Health Case Manager include, but are not limited to the following:

### 1. CASE MANAGEMENT AND COORDINATION

- Build trusting relationships with homeless and impoverished youth and young adults who access services and resources through WE24 Program at Spence Neighbourhood Association (Project Partner)
- Work in collaboration with staff at WE24 to address youth in crisis and ensure youth needs are met
- Provide immediate brief intervention and emotional support to participants experiencing crisis
- Conduct intakes, assessments, case reviews and case treatment plans;
- Ensure follow up is completed for all of the participants on your caseload
- Connect youth to necessary and relevant resources, accessed through referral and direct provision;
- Impart information and direction that will empower youth and young adults to make informed and healthy decisions in the hopes of improving their quality of life
- Work in cooperation with RaY's integrated service team and determine effective collaborative strategies that formulate best youth care practices
- Refer youth to culturally-relevant services as provided through the Cultural Program Manager, Knowledge Keeper and/or external Indigenous service providers

- Maintain case management follow-ups by conducting case planning and assessment meetings with the Mental Health and Addictions team
- Assist Nurse Practitioner with setting up and coordinating appointments when participants on your caseload require their services
- Work with the Nurse Practitioner to ensure proper follow up for all shared participants

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#### COMMUNICATION AND ADMINISTRATIVE SUPPORT

- Ensure that all assessments, follow-ups and reports are completed in a timely manner
- Ensure all relevant information is relayed to the rest of the mental health team and any other involved parties using established communication pathways (email, WhatsApp, etc.)
- Enter all service activities into the Protegra database and update the participant tracking sheet on a daily basis
- Maintain quality up-to date documentation on all interactions with participants
- Ensure that all data collected is entered and reported in a timely manner (monthly)
- Assist the Mental Health and Addictions team with day to day case reviews and contribute to the lens of reducing harm in establishing preventative measures
- Support the strategic direction of the departments vision and goals through active engagement, leadership and aid the on-going initiatives that support an end to youth homelessness
- Attend agency and program related meetings as required

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#### YOUTH CARE

- Maintain a keen awareness of internal and external resources, such as government systems and mechanisms experienced for participants and an ability to establish interim resources where gaps exist.
- Build trusting relationships with participants in a non-judgmental and non- threatening basis, in alignment with RaY and Spence Neighbourhood Association values and principles.
- Impart information and direction that will empower participants to make informed decisions in the hopes of improving their quality of life.
- Advocate on behalf of participants on a case by case basis with various “Systems” i.e. Child and Family Services, Employment and Income Assistance, Legal Aid, Health, Addictions, Justice etc.
- Effectively engage in conflict resolution, systems navigation and problem solving.
- Provide referrals for youth to participate in cultural activities and ceremonies with the guidance of agency supports and external resources, when applicable

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#### PERFORM OTHER TASKS AS ASSIGNED.

#### PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Physical demands: sitting, walking, some lifting up to 20 lbs
- Work environment: an environment of high-stress and fast-paced crisis intervention. Will be largely in the office but may require home visits and transportation of participants within city limits.

*RaY is committed to representing diversity among our staff and volunteers. Indigenous peoples, visible minorities, persons with disabilities, persons of minority sexual orientations and gender identities are encouraged to apply and self-identify.*

Please email your resume and cover letter detailing the position title in the subject line and email your attachments to [employment@rayinc.ca](mailto:employment@rayinc.ca) with attention to Employment at RaY. No phone calls please.

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Sign

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Date