

Online Job Posting Template

TITLE: ADDICTIONS CASE MANAGER (RESOURCE NAVIGATOR)

DEPARTMENT: OUTREACH/ MENTAL HEALTH AND ADDICTIONS

REPORTING TO: DIRECTOR OF GRANTS AND INFORMATION

HOURS: FULL-TIME, 37.5 HOURS WEEKLY

SCHEDULE: STANDARD HOURS MONDAY – FRIDAY, 9:00 AM – 5:00 PM, SOME EVENINGS AND WEEKENDS MAY BE REQUIRED

HOURLY WAGE: STARTING AT \$21.20 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 work from a non-judgmental, harm-reduction lens to meet youth where they are at and help them reach their addictions goals. The Mental Health and Addictions program will be embedded throughout all departments at RaY with a focus on Drop in and Outreach, ensuring that any participant engaging with RaY services has access to appropriate addictions supports and system navigation.

The Addictions Case Manager will work closely with the Outreach and Drop in teams to assist in creating relationships with the participants and helping them navigate addictions resources. This Case Manager will connect with the Mental Health team and throughout each department to RaY with a non-judgmental approach to addictions and harm reduction.

Staff engage and advocate on behalf of participants age 0-29 in building their capacity to access services and supports they need. This position is directly focused on developing relationships, advocacy, crisis intervention, addictions support and education, facilitation, system navigation and departmental 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 addictions, human services or social services (BA/BSW/B.Ed or equivalent preferred)
- Mental Health First Aid or Adults who Interact with Youth knowledge
- Knowledge of using a Trauma Informed Lens
- Preferred certification: Level C-CPR, NCVI, ASIST, Stages of Change/Motivational Interviewing
- Minimum of 3-5 years of experience working in a similar role

- Valid driver's license
- Criminal Record Check, Child Abuse Check and Driver's Abstract
- Proficiency in MS Office, Google Products and general comfort with technology

SKILLS AND ABILITIES

REQUIRED ASSETS:

- Strong communication and documentation skills
- Strong advocacy skills
- Creative problem solving
- Experience with risk management
- Strong working knowledge of harm reduction principles
- Responsible, organized, and detail oriented
- Excellent interpersonal, communication and written skills
- Cultural competency skills, knowledge, experience, and awareness
- Capacity to build and maintain strong relationship with partner agencies and service providers
- Ability to function independently while also working as part of a frontline team
- Ability to multitask and prioritize in a fast-paced environment with minimal supervision
- Must have a familiarity of resources that are available to youth in Winnipeg
- Must possess knowledge of street life in the inner city including gang activity, substance use, and sexual exploitation.

KEY RESPONSIBILITIES

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

CASE MANAGEMENT AND COORDINATION

- Build trusting relationships with homeless and impoverished youth and young adults who access services and resources through RaY
- Conduct intakes, assessments, case reviews and case treatment plans
- Follow up with participants who are in treatment or sober living environments
- Reach out to participants that express interest in navigating addiction resources
- 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
- Work in cooperation with RaY's integrated service team and determine effective collaborative strategies that formulate successful addictions plans
- Assist Outreach workers in navigating systems and connecting youth to the resources they require to start their transition out of street-life
- Refer youth to culturally-relevant addictions services as provided through the Cultural Program Manager, and/or external Indigenous service providers
- Maintain case management follow-ups by conducting case planning and assessment meetings with the Mental Health and Addictions and Outreach teams
- Act as a resource to staff in other departments for difficult addiction/harm reduction situations
- Coordinating crisis care with the Nurse Practitioner when possible/necessary

- Work with the Nurse Practitioner to ensure proper follow up for all shared participants

DROP IN SERVICES

- Promote a comfortable and safe environment (i.e. the Drop-In centre) where street-involved youth feel engaged and involved in healthy activities
- Build connections with youth and provide them with resource and navigation around Addictions services within Winnipeg
- Plan and take part in activities during Drop In hours that help facilitate youth engagement
- Attend drop in meetings before hours starts to ensure you are up to date on any participants/changes within the agency
- Report any safety issues that arise in the Drop-in to the Drop-in Lead
- Build trusting relationships with youth who access services
- Ensure that all youth who access the Drop-In Centre are aware of RaY's available services, referring to the appropriate department/staff when necessary
- Follow up on what youth have asked for in a timely manner
- Provide crisis counseling and one-on-one support/brief intervention
- Provide advocacy where required
- Compile and maintain relevant contacts within the systems and those who can help support youth navigate the systems to ensure efficient and effective advocacy efforts

COMMUNICATION AND ADMINISTRATIVE SUPPORT

- Research and provide educational resources around addictions, harm reduction and changing trends within the environment to provide to participants and to staff
- Provide RaY staff with up to date information on local initiatives and changes within the addictions and harm reduction landscapes
- Create network connections with other service providers within Winnipeg for quick access for our youth
- Ensure that all assessments, follow-ups and reports are completed in a timely manner
- Ensure all relevant information is relayed to the Outreach and mental health team and any other involved parties using established communication pathways (email, Teams, 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)
- Create and update lists of current services providers, treatment options, suboxone providers and sober living housing communities
- Attend agency and program related meetings as required

YOUTH CARE

- Create and host workshops around harm reduction, women's/men's groups, peer support groups
- Have a keen awareness of addictions related resources, such as government systems and mechanisms experienced for participants and an ability to establish interim resources where gaps exist.
- 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, ANCR, YASU, RAAM etc.

- To effectively engage in conflict resolution, systems navigation and problem solving.

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 with attention to Human Resources at RaY. No phone calls please. Check out our website at www.rayinc.ca!