

# Employment Opportunity

## Internal and External Job Posting

<p><b>Job Title:</b> Case Manager – Mental Health Program</p>	<p><b>Date Posted:</b> March 20, 2017</p>	<p><b>Position Type:</b> Full Time</p>
<p><b>Job Posting</b> <b>MH-CM-016/2016-17</b></p>	<p><b>Date Closed:</b> April 2, 2017</p>	<p><b>Report to:</b> Clinical Supervisor</p>

### About Organization:

Punjabi Community Health Services (**pchs**) is a pioneer community based not for profit, charitable organization. **pchs** has been fulfilling needs of the diverse communities for the past 27 years by providing services in the areas of addictions, mental health, geriatric, health promotion, domestic violence, parenting, settlement and services for women, children and youth. **pchs** has a number of research studies to its credit and is recognized as an innovative organization for community development and for its Integrated Holistic Service Delivery Model. **pchs** is accredited by Commission of Accreditation Rehabilitation Facilities (CARF) International and Imagine Canada.

### About Position:

The Case Manager – Mental Health position is funded by the Central West Local Health Integration Network (CW LHIN). The purpose of this position is to provide services to those clients who are experiencing the mental health challenges. The case manager will assist those clients in identifying complex mental health needs during early stages and provide client centered case management in a timely, high quality, holistic and integrated manner.

The Case Manager will work collaboratively with the other members of the mental health and addictions team to provide prompt and appropriate access to services for individuals who are experiencing problems related to mental illness. Main components of this position are: proactive outreach; individualized assessment and care planning; service coordination and support; direct service provision; monitoring and evaluation, reporting and record keeping; systems advocacy and program development.

### Qualifications

- BSW preferred; University degree or college diploma in Social Services or Human Services related field accepted
- At least 2 years of case management experience and/or front line experience with vulnerable populations
- Mental health training and qualifications preferred
- Familiarity with CRMS software is an asset
- Familiarity with the Ontario Common Assessment of Need (OCAN) is an asset
- Demonstrates an understanding of the South Asian culture
- Demonstrates understanding of the concepts of a client-centered service delivery, confidentiality and to create a safe space for the implementation of Integrated Holistic Service Delivery Model.
- Sound clinical skills, including assessment, intervention, advocacy, psycho-education, supportive counseling, life skills coaching
- Knowledge of community resources and systems

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- Creative in developing relationship with clients which foster healing, growth and empowerment
- Understands a holistic approach in addressing the substance abuse issues with an emphasis on incorporating the family into the client's care plan
- Program development and capacity building
- Fluency in Hindi, Punjabi and Urdu languages is an asset
- Excellent working skills of MS Word, Excel, PowerPoint, internet and email
- Familiarity with Cloud technology and Share-Point is an asset
- Effective communication skills with individuals at all levels of the organization
- Effective written and verbal communication skills as well as presentation skills
- Superior time management skills, multitasking skills, and the ability to prioritize tasks with minimal supervision
- Ability to work independently, as well as in a team
- Current first aid/ CPR certification required
- Current police record check required
- Valid driver's license and an access to a vehicle

### **Responsibilities:**

- Support clients through the provision of case management
- Provide outreach to clients and engage them in supportive services
- Support clients in reaching their goals through interventions such as advocacy, referral to appropriate community resources/programs, supportive counseling, family support and psycho-education
- Maintain current knowledge and positive relationships with various community partners and resources
- Support clients to successfully work towards their care plan and ensure all appropriate supports are in place to transition fully into the community
- Build positive relationships with appropriate informal supports as identified by clients
- Implementation of the Integrated Holistic Service Delivery Model
- Maintain effective and timely documentation in client records
- Participate in continuous quality improvement processes
- To complete other duties as assigned

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**Hours:** Full time, 37.5 hours per week  
Some evenings and weekends work is required

**Position to commence:** April 17, 2017 (or sooner)

**Please submit resume by April 2, 2017 to the Hiring Committee at:**

E-mail: [jasmin@pchs4u.com](mailto:jasmin@pchs4u.com)

**Please add Job posting # MH-CM-016/2016-17 to the email subject line and cover letter.**

pchs offers a competitive salary and a benefits package, including medical and dental benefits. We also offer an attractive and rewarding work environment. We appreciate the interest of all applicants, but only those under consideration will be contacted for an interview.

*pchs is committed to diversity in its workplaces and welcomes applications from all visible minority groups, women, Aboriginal persons, persons with disabilities among other self-identified diverse groups. We also provide accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation for a disability during any stage of the recruitment process, please notify Human Resources at [jasmin@pchs4u.com](mailto:jasmin@pchs4u.com)*