

Employment Opportunity

Job Title: Case Manager – Mental Health Program Job Posting # CM-MHP-016/2019-20	Date Posted: February 26, 2020	Report to: Supervisor, Mental Health Program Position Type: Full time, 18 months contract (parental leave coverage)
	Date Closed: March 11, 2020	

About Organization:

Punjabi Community Health Services (PCHS) is a pioneer community based not for profit, charitable organization. PCHS has been fulfilling the needs of the diverse populations for 29 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 several research studies to its credit and recognized as an innovative organization for community development and 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 individualized support to clients living with a serious mental illness. The Mental Health Case Managers work collaboratively with their clients to provide client centred support aimed at assisting them to live active and fulfilling lives within the community. The supports offered typically include: proactive outreach, comprehensive assessment, collaborative development of a personalized safety plan, collaborative development and implementation of an individualized care plan, assistance to achieve/maintain optimum health and wellness, record keeping, advocacy and program development. Services also include direct support in the areas of: education about the nature of mental illness; support and education to caregivers and/or the significant others.

Qualifications/ Required skills:

- 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 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 skills including and not limited to assessment, intervention, advocacy, psycho-education, supportive counseling, life skills coaching

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- Knowledge of community resources and systems
- Creative in developing relationship with clients which foster healing, growth and empowerment
- Understands a holistic approach in addressing the mental health issues with an emphasis on incorporating the family into the client's care plan
- Experience with providing group and individual supportive counselling and case management
- Experience in program development, implementation, monitoring and evaluation
- Fluency in Hindi, Punjabi and Urdu languages is an asset
- Excellent working skills of MS Word, Excel, PowerPoint, internet and outlook
- Familiarity with Commission on Accreditation of Rehabilitation Facilities (CARF) International standards is an asset
- 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, and the ability to prioritize tasks with minimal supervision
- Ability to work independently, as well as in a team

Requirements:

- A satisfactory current Vulnerable Sector Screening (Criminal Record Check) report
- Valid driver's license, access to a vehicle with valid insurance
- Current CPR & First-Aid certification

Key Responsibilities:

- Completion of screening, orientation, intake and assessment
- Support clients in reaching their goals through interventions such as advocacy, referral to appropriate community resources/programs, supportive counseling, family support and psycho-education
- Supporting clients and caregivers with problem solving, care-plan/ treatment planning
- Maintain current knowledge and positive relationships with various community partners and resources

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- Support clients to successfully work toward 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 program strengthening, restructuring and ensuring that program is in compliance with CARF Accreditation requirements
- Commit to the provision of services related to health equity principles
- To complete other related duties, as assigned

Hours: Full time, 37.5 hours
(Some evenings and weekends work is required)

Position to commence: April 1, 2020

Please submit resume by **March 11, 2020** to the Hiring Committee at:
jasmin@pchs4u.com

Please add **Job Posting # CM-MHP-016/2019-20** to the email subject line and cover letter.

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, 2SLGBTQ, 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