



## North Kootenay Lake Community Services Society

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### ADULT MENTAL HEALTH AND SUBSTANCE USE CASE MANAGER

**Job Summary:** Provides assessment, treatment planning and implementation and outcome evaluation for clients of the Adult Mental Health and Substance Use Outpatient Program.

**Reports To:** Team Lead Counselling.

#### Key Duties and Responsibilities:

1. Interviews clients, prepares case histories, assesses problems and outlines services provided by the Interior Health Mental Health Substance Use and North Kootenay Lake Community Services Society. Refers clients to appropriate programs.
2. Develops and implements counselling and intervention programs to assist clients in determining goals and the means of attaining them. Plans, prepares and conducts group or individual counselling sessions with clients, and develops and implements a plan for therapy as defined in collaboration with psychiatric and medical practitioners.
3. Evaluates the effectiveness of counselling programs and clients' progress. Resolves identified problems and moves towards defined objectives. Follows up results of counselling programs and clients' adjustments to said programs.
4. Acts as an advocate for the client provides support for them while client is in care and, as appropriate, provides follow up support to them upon leaving the program.
5. Maintains accurate reports and records on clients and provides monthly reports to the supervisory position. Ensures that all required documentation is complete. Reports and discusses case planning and concerns to therapists, social workers and others as required.
6. Participates in evaluating the effectiveness of rehabilitation and training programs. Provides suggestions to modify programs and training programs to the supervisory position.
7. Maintains a thorough knowledge of community resources to meet clients' needs. Provides liaison, education and advocacy to other professionals, other agencies and the community.
8. Performs other related duties as required.

#### Qualifications:

#### Education, Training and Experience:

1. A degree in social work, counselling or a related field, or the equivalent combination of education and experience with a specialty in Mental Health and Substance Use.
2. Working knowledge of DSM.
3. One to three years' previous work in a similar environment required.
4. Direct program delivery experience in the community social services sector with a demonstrated working knowledge of community based programs and related provincial and community support systems is preferred.
5. Confidentiality and an ethic that supports the rights and choice of clients is fundamental.
6. Specific program, legislative/policy, provincial and other government frameworks and systems with relationship to the Mental Health Act.

**Job Skills and Abilities:**

1. Well developed interpersonal, skills
2. Communication and computer skills
3. Proficient teaching skills
4. Good organization, time and general management skills
5. Knowledge of group process and facilitation techniques
6. Ability to work effectively in a team with other program staff, therapists, social workers, and other related staff

**Conditions of Employment:**

- Clean driving abstract and reliable vehicle.
- Satisfactory Criminal Record Check and adherence to a confidentiality agreement.
- Current First Aid/CPR Certification and non-violent crisis intervention training.

**Additional Information:**

This position is required to work in a shared environment between the offices of North Kootenay Lake Community Services Society, The Kaslo Health Centre and East Shore Community Health Centre often dealing with clients in crisis situations. Managing emergency situations is an ongoing expectation of this position. The Case Manager may work outside the office, e.g., in clients' homes or in community settings to further the goals of the position and is expected to take an active role in providing opportunities for support groups and education surrounding the issues of severe mental health and addictions.

In Kaslo the Case Manager coordinates life skills training to clients by providing oversight and direction to the Clubhouse Coordinator and the Community Outreach Life Skills Workers who assist clients with effective social and interpersonal skills through tasks of daily living and social activities and may accompany the client to appointments. In Crawford Bay the counsellor provides 3 hours of direct Community Outreach and may accompany the client to appointments.

**Hours, Remuneration and Benefits:**

34 hours per week

Salary commensurate with experience.

Benefits: Extended health benefits, professional development budget and clinical supervision.