



Child & Youth Mental Health Case Manager

FT Permanent Role

Location: St. Catharines, Ont.

Salary: \$59,155.20

INTRODUCTION:

The Child and Youth Case Manager will work out of DAHC's St. Catharine's Office, as part of the Mental Health team, with services also provided in office and at community partner agencies who serve mutual clients. They will provide a combination of 1:1 visits, group programming, case conferencing, referrals and connections, advocacy services, and other support services across the Niagara region. They will connect with, and support children, youth and families involved in the child welfare system. They will work to improve patient outcomes by advocating and supporting children, youth, and families; develop care plans based on wholistic goals and wellness needs; incorporate or connect to cultural supports; assist clients to access care that meets their goals and needs; manage mental health issues; facilitate community visits, one to one support, groups, cultural activities as well as community outreach activities. This role will include coordinated service planning for a small caseload of Extensive Needs Services (ENS) clients. As a community partner of the ENS initiative in the Niagara region, this service aims to provide connections to supports for children and youth with challenging or interfering behaviors, whose needs remain unmet after already accessing services, and have a complex profile of needs such as neurodevelopmental conditions, ABIs, mental health conditions, or co-occurring chronic physician health conditions.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Supports and bridges access to organizational and community supports and services that address the social determinants of health which have an impact on an individual's mental wellness.
- Provides case management support to clients, caregivers and families which will include connections to health and social services, as well as Indigenous cultural and Traditional programs such as Healers, Elders, Knowledge Keepers, Circles, Cultural activities etc.
- Accompaniment to medical or related appointments, participation in case conferencing/discharge planning meetings and attending community visits.
- Complete coordinated service planning including intake assessments and develop a plan of care with each client based on their wholistic goals and wellness needs, monitor progress towards goals, and implement modifications as needed.
- Provides community visits, one-on-one supports, youth groups, informational presentations, and supports Mental Health Team.
- Directly builds relationships with internal and external programs to raise awareness of the program and assists with the development of marketing and promotion strategies of both this role and the Mental Health Team.
- Ensures patient health information is gathered and inputted on a timely basis into the Electronic Medical Record (EMR).
- Directly builds relationships with internal and external programs to raise awareness of the program
- Facilitates community groups and outreach activities in the Niagara Region at locations such as community centers, school settings, libraries, and other community spaces on a variety of relevant cultural and mental health topics to help children and youth identify and achieve their own wholistic health and wellness goals.
- Consult and coordinate with other service providers to communicate information, resolve programs and ensure coordinated services.
- Act as a liaison with community services and agencies.
- Participation in internal and external committees related to various aspects of the role.

STATEMENT OF QUALIFICATIONS:

- Post-secondary diploma or degree in social work or social service/mental health related field.
- 1+ years' experience in case management, advocacy, and service navigation
- Experience working with and extensive knowledge of Indigenous Peoples language, culture, customs, and traditions.

- Demonstrate cultural awareness, empathy, passion and commitment to the needs and aspirations of people experiencing Mental Health concerns which is based either on your own personal experience, voluntary experience, work experience or demonstrable personal interest.
- 3+ years' experience working with children or youth in a health and/or social service organization, hospital, or community-based case management setting.
- Experience working with and knowledge of local mental health organizations, programs, and services, specifically those targeting children and youth.
- Knowledge of case management/system navigation models and principles.
- An understanding of the issues connected to Indigenous Mental Health.
- Excellent written and verbal communication skills.
- IT skills.
- Knowledge of Electronic Medical Records systems and/or databases used in client services delivery and case management is an asset.
- Time management skills and ability to meet deadlines.
- Ability to work within a team approach as well as independently.
- Possesses self-awareness and engages in self-care techniques.
- Demonstrated ability to work within the spirit of the Seven Grandfather Teachings.
- Demonstrate an ability to provide an honest, respectful, and non-judgemental approach to others.
- An ability to be flexible and responsive to the changing needs.
- Ability to use own initiative.
- Access daily to a reliable vehicle with a G licence.

INTERESTED APPLICANTS

Please submit your resume and cover letter to: humanresources@dahac.ca

Nya:weh / Miigwetch to all applicants. Only those selected for interviews will be contacted

Please note that **ONLY** complete applications with cover letter will be considered.

Preference is given to candidates of Indigenous Decent. (please indicate)

100% Organization Paid Benefits

- Health Benefits
- Employee Life AD&D Insurance
- Business Travel Life and Disability Insurance
- Dependent Life Insurance
- Employee Critical Illness Insurance
- Travel Accident Insurance
- Long Term (LTD) Benefit

Retirement Benefits

- Hospitals of Ontario Pension Plan (HOOP) with Immediate Eligibility

Other Benefits

- 3 weeks' Vacation (to start) annually
- 12 Personal Days annually