



REACH Niagara

Job title: Intensive Case Manager
Location: Niagara Region
Program Area: PATH - Program for Addiction Treatment and Healthcare
Reports to: PATH, Team Lead & Manager, Harm Reduction & Outreach
Wage range: \$25.50 to \$34.13/hour + 10% in lieu of benefits
Status: Full time (35 hours/week), temporary (up to December 31, 2025 potential of renewal up to December 2027)

Regional Essential Access to Connected Healthcare (REACH) is a dynamic nonprofit, charitable organization that provides health care services to the unhoused community, survivors of intimate partner violence, those with justice involvement, and those who experience barriers to accessing healthcare services. We are committed to removing barriers to care by providing accessible and equitable care.

Reporting to the PATH Team Lead, the Intensive Case Manager is highly experienced in building rapport and leading advocacy efforts for community members (18+) who experience homelessness, mental health, substance use, sex trade, and other factors leading to inequities. This person is highly skilled at problem solving, well connected to local resources, and can demonstrate sound judgment while maintaining personal boundaries.

What you can expect from us:

- Competitive wage: \$25.50 - \$34.13 + 10% in lieu of benefits
- We believe in work life balance and provide: 8 paid health and wellness days + \$1000 to support your well-being
- 2 paid professional development days + \$2000 for Professional Development
- Being part of an organization that is doing meaningful work in the community!

About the role:

- Provides client-centered case management and coordination of services to overcome barriers to services and to promote an equitable treatment for people who use substances.
- Participate and provide support at dedicated ODSP clinics; this includes assisting clients to complete the self-report section and explaining the process.

- Collaborate with community partners and other therapeutic support to assist clients with achieving their goals.
- Facilitate access to counselling services, primary care, addictions care, and other referrals as identified by the client.
- Oversee the implementation and ongoing management of Coordinated Care Plans (individualized care plans); this may include facilitation of care conferences with community partners
- Provide point of care in various community settings, this could include providing community, home, and shelter visits while maintaining the safety of the employee at all times
- Facilitates group programming in collaboration with internal team members and external partners
- Work collaboratively with other team members including physicians, nurse practitioners, social workers, peer support workers, and other community partners

Overall:

- Engages in evidence-based practice and ongoing learning.
- Operates within established policies and procedures.
- Maintains timely documentation standards using Telus PS Suites.
- Participates in team and organizational meetings, committees, special events, etc.
- Ability to work flexible hours as requested by leadership.
- Work in a manner that demonstrates commitment to REACH's mission, vision, and values.
- Other duties as required.

To excel in this role you will need:

Education and/or Work Experience Requirements:

- Completion of a relevant college or university program in social work, counseling or other social science or health-related discipline. Equivalent experience will be considered.
- A minimum of 3 years experience in community-centered outreach with a focus on the unhoused population.
- Demonstrated experience in collaboration and working within an interdisciplinary team.

Knowledge, Skills and Abilities:

- Demonstrated knowledge of the ODSP process and appeal process.
- Thorough knowledge and experience of harm reduction, trauma-informed approaches, addictions, and mental health.
- Knowledgeable with resources within the community and methods of access
- Ability to de-escalate conflict is an asset

- Confidence in asserting and maintaining strong boundaries
- Excellent time management skills with the demonstrated ability to effectively set priorities and complete required tasks.

Conditions of Employment

- Requires access to a reliable vehicle as travel within Niagara is expected
- At point of hire, provide proof of education, satisfactory Police Clearance Certificate, and a driver's abstract.
- Must possess a valid G driver's license with access to a reliable vehicle and business use auto insurance with minimum \$2 million liability with permission to carry passengers

Working Conditions

- Ability work a fixed schedule with possibility of evening hours
- This position will be located in various locations in community

Does this sound like something you may be interested in? Please email a copy of your resume and cover letter to Human Resources: carolyn@reachniagara.com .

We thank all applicants for their interest but only those selected for further consideration will be contacted.

REACH is an equal opportunity employer – we are committed to a diverse, equitable, and inclusive environment. We welcome all applications. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, REACH will provide accommodations through the recruitment process to applicants with disabilities. If selected to participate in the recruitment and selection process, please inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.