



Job title: Intensive Case Manager
Location: Niagara Region
Program Area: HART (Homelessness Addictions Recovery Treatment) Hub
Reports to: Manager, Harm Reduction & Addictions Care
Wage range: \$25.50 to \$34.13/hour + 10% in lieu of benefits
Status: Full time (35 hours/week), temporary (up to March 31, 2028)
Hours of Work: Monday - Friday (8:30 a.m. - 4:30 p.m.)

Summary

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 Manager, Harm Reduction & Addictions Care, the Intensive Case Manager is highly experienced in building rapport and leading advocacy efforts for community members (18+) who experience homelessness and impacted by substance use. This person is highly skilled at problem solving, highly knowledgeable of harm reduction principles, well connected to local resources, and can demonstrate sound judgment while maintaining personal boundaries.

Accountabilities and Responsibilities

Duties and responsibilities include, but are not limited to:

- 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.
- 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
- In collaboration with clients, navigate potential referrals ensuring warm hand-offs to other programs/services
- Assess clients' relevant skills, strengths, and needs
- Lead the development and participate in care plans with a focus on client empowerment and goal setting. This includes referring clients to other social services or supporting clients in utilizing community resources including legal, medical care, financial assistance, housing, employment, transportation, day care, and other services.

- Collaborate with other community partners of the HART Hub to build access to addictions treatment options.
- Lead and participate in case conferencing for clients and complete follows up, with other team members and community partners
- Facilitates group programming in collaboration with internal team members and external partners
- Identify programs and resources needed to support outreach activities by developing and maintaining informal and formal community networks
- Assist in the collection of relevant program and performance indicators
- Work collaboratively with other team members including physicians, nurse practitioners, social workers, peer support workers, and other community partners
- Act as an advocate for clients by aiding in accessing health, social service and related agencies and groups
- Advocates for individual client's needs to ensure access to effective care, follow-up and resources from both an individual and systemic level.
- Works from a health equity framework to improve health outcomes for individual clients and/or for the development of community health and well-being, and to reduce health inequities.
- Develops and maintains strong ties to other professionals and community members.

Overall:

- Engages in evidence-based practice and ongoing learning.
- Provide input for development of team and REACH programming and services
- Participates in quality improvement initiatives to advance the work of REACH.
- Operates within established policies and procedures.
- Maintains timely documentation standards using Telus PS Suites.
- Participates in team and organizational meetings, committees, special events, etc.
- Understands and works within the Occupational Health and Safety Act (OHSA), Personal Health Information Protection Act (PHIPA), Accessibility for Ontarians with Disabilities Act (AODA), the Ontario Human Rights Code and other relevant legislation.
- Demonstrates a commitment to a healthy and safe workplace for self and others (staff, clients, families, etc.) by taking all reasonable precautions and working in compliance with REACH-related policies, health and safety legislation and best practices.
- Ability to work flexible hours as requested by leadership.
- Work in a manner that demonstrates commitment to REACH's mission, vision, and values.
- Contributes to the REACH's strategic goals and objectives and values the equality and diversity of the client community.
- Other duties as required.

Qualifications

Education and 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 1 - 3 years of experience in case management support.
- A minimum of 3 years experience in community-centered outreach with a focus on the unhoused population.
- Minimum of 1 year experience in safety planning and crisis intervention
- CPR Certificate/First Aid (preferred)
- Non-Violent Crisis Intervention Training (preferred)
- Demonstrated experience in collaboration and working within an interdisciplinary team.
- Demonstrated experience and highly proficient in Electronic Medical Records and Microsoft/Google products.

Knowledge, Skills and Abilities

- Thorough knowledge and experience of harm reduction, trauma-informed approaches, addictions, and mental health.
- Knowledgeable with resources within the community and methods of access specifically addictions and substance use related options.
- Ability to de-escalate conflict is an asset
- Proven ability to provide compassionate, respectful, non-judgmental and culturally competent care to equity deserving populations
- Confidence in asserting and maintaining strong boundaries
- Ability to practice utilizing a client-centered approach with a strong understanding of the impact of the social determinants of health on client care management.
- Excellent time management skills with the demonstrated ability to effectively set priorities and complete required tasks.
- Ability to effectively identify problems and collaborate with others towards a solution.
- Must be able to work in an evolving environment, while maintaining a positive attitude and providing exemplary client-centered care.
- Demonstrated initiative and experience working independently with minimal supervision
- Excellent oral and written communication skills
- Ability to carry out duties independently while maintaining accountability

Conditions of Employment

- Understands and works within the Occupational Health and Safety ACT (OHSA) and Personal Health Information Protection Act (PHIPA)
- Demonstrates a commitment of a health and safety environment for self and others by taking all reasonable precautions and working in compliance with REACH's related policies and best practices.
- 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.

Working Conditions

- May include stressful environment where there are mental and emotional demands with an expected amount of unpredictable behaviors
- Potential exposure to traumatic situations
- Intermittent physical activity including walking, standing, sitting
- Ability to work a fixed schedule with possibility of evening hours
- This position will be located in various locations across the Niagara Region

Employee Name:

Employee Signature:

Date:

Supervisor Name:

Supervisor Signature:

Date: