



Job title: Intensive Case Manager
Location: Niagara Region
Program Area: JUSTICE
Reports to: Manager, Harm Reduction & Outreach
Wage range: \$25.50 to \$34.13/hour + 10% in lieu of benefits
Status: Full time (35 hours/week), temporary (December 4, 2026)
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 & Outreach, the Intensive Case Manager is highly experienced in building rapport and leading advocacy efforts for community members (18+) experiencing homelessness, mental health, substance use, sex trade, and other factors leading to inequities that have justice involvement. This person is highly skilled at problem solving, well connected to local resources, and can demonstrate sound judgment while maintaining personal boundaries. Finally, this person is very knowledgeable of our provincial and federal justice system and has the ability to navigate it.

Accountabilities and Responsibilities

Duties and responsibilities include, but are not limited to:

- Develop therapeutic relationships with and provide support for justice involved community members who are impacted by the social determinants of health and require assistance to overcome barriers and access to services.
- Collaborate with existing court support workers, lawyers, bail workers, probation and parole officers, and the local detention centre to identify and coordinate services.
- 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 education about the program, information, and consultation to court staff, lawyers, judges, probation and parole officers, bail workers, and other community services as needed
- Show initiative and creativity in forming relationships with other support services and programs.
- 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
- 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..

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 navigating the justice system.
- 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

- Demonstrated knowledge of the various processes and implications of the justice system (related to provincial and federal offenses).
- 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
- 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 and business use auto insurance with minimum \$2 million liability with permission to carry passengers

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: