

NORTH OF SUPERIOR COUNSELLING PROGRAMS
Position Description – Family Support/Case Manager,
Children’s Services - Armstrong
(Union)

Summary

Supporting children (birth to 17 years of age), families/guardians and communities, the **Family Support/Case Manager** works as an integral part of a Clinical Team responsible to provide mental health core services, including but not limited to: family support, case management, targeted prevention, and brief services.

Core Competencies

• Mindfulness & Self Reflection	• Creative and Innovative Thinking
• Coaching and Mentoring	• Resourceful & Adaptable
• Accountability/Dependability	• Communication
• Critical Thinking	• Decision Making
• Networking and Relationship Building	• Ethics and Integrity
• Planning and Organization	• Time Management
• Independence & Teamwork	• Client & Service Orientation

Job Duties

- a. Working as a key partner for the support and empowerment of healthy people, resilient families, and vibrant communities within the NOSP Service Area.
- b. Sound knowledge of the range of primary and community health, mental health and addictions and related social services and how to access them.
- c. Knowledge and understanding of the impact of intergenerational trauma and colonization.
- d. Use of standardized assessment tools to determine the types and level of service(s) required.
- e. Co-develop treatment plans with clients that include goals to address needs identified through assessment, engaging clients to take an active part in the process.
- f. Through Access Network, connecting clients to supports and services that best meet their needs.
- g. Monitor client achievement goals, providing follow-up and revisions to goals as required.
- h. Advocate for and support clients as appropriate through various means, including but not limited to participation in case conferences, facilitating contact with other services and making referrals to other services.
- i. Maintain an accurate client record that is reflective of services provided and contains updated information.
- j. Contribute to quality assurance/improvement activities through participation in the evaluation of services by providing clients with standardized feedback tools, contributing to program planning and providing feedback.
- k. Ensure that children and family receive service and treatment according to the Service Delivery System and NOSP’s policies and philosophy of treatment.
- l. Ensure that the rights of children and families are addressed in accordance with legislation, and NOSP standards, policies and procedures.
- m. Work from an inclusive perspective, such that the diversity of all people is acknowledged, respected, and included in our practices with clients, colleagues, partners, and larger community.
- n. Participate in NOSP’s multidisciplinary approach which involves but is not limited to case conference, progress reviews, case consultation, peer consultation, and team meetings.

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- o. Provide crisis and suicide intervention services as necessary.
- p. As required, develop individualized safety plans with family and multidisciplinary Teams.
- q. Maintain all case documentation, reports and files according to the standards set in the NOSP’s policies, procedures and Service Delivery Management System.
- r. Provide group programming to parents and/or children as assigned.
- s. Maintain professional relationships with collaborating agencies and community partners to improve quality of services.

Qualifications/Requirements

- a. Diploma in Social Services (or equivalent) from a recognized and accredited college or university.
- b. Eligible for Registration with the Ontario College of Certified Social Workers is preferred.
- c. A preference of three (3) years’ experience in a mental health &/or addiction agency providing family support services and/or case management.
- d. Demonstrated knowledge and experience in a variety of evidence based assessments, therapeutic interventions and strategies/therapy.
- e. Experience and skill in group development and facilitation.
- f. Demonstrated ability to work collaboratively and effectively as a member of a multidisciplinary team.
- g. The position may require working flexible hours, contingent upon client need.
- h. Vulnerable Criminal Record Check
- i. A valid Ontario Driver's Licence is required, along with use of a privately owned vehicle and appropriate insurance coverage is required.
- j. Proficient in use of computers, with practical experience in current software applications, including Microsoft Office and client management systems.
- k. Excellent time management and prioritization skills.
- l. Excellent communication skills (nonverbal, verbal and written).
- m. Bilingualism is an asset.

Occupational Health & Safety

- a. Follows all policies and procedures to ensure personal safety and safety of others.
- b. Report any equipment or safety problems to supervisor.
- c. Review Agency policies and procedures as required.

In the performance of his/her duties, the Family Support/Case Manager will ensure the confidentiality of clients and Agency matters. A breach of confidentiality may result in immediate dismissal.

Approved: Executive Director

January 2016
