

Addiction Case Manager – Housing

Reports to: Clinical Supervisor and Executive Director – South Cochrane Addictions Services

Location: Timmins

Objectives:

- To reduce the frequency of re-admissions to addiction programs, particularly Withdrawal Management Services
- To increase housing stability for people with problematic substance use and with concurrent disorders
- To reduce pressure on the emergency care and acute care systems.

Purpose of Position:

The Case Manager will provide individualized support and services relating to the housing and problematic substance use needs of identified individuals.

The Case Manager position will assist clients to maintain stability in the community through short-term intensive services designed to address their problematic substance use needs as well as their accommodations according to their needs and choices. The Case Manager will facilitate help to individuals with a problematic substance use problem who are currently homeless, at risk of becoming homeless or who are being released from a psychiatric treatment facility and require housing. The purpose of this position is to reduce re-admission rates by ensuring that clients have the community supports and treatment options in the community, thus reducing their chance of relapse.

Duties and Responsibilities

Address the housing needs of persons with problematic substance use by providing a program that is client-centered and responsive to the unique needs of individuals. The position consists of working with clients with problematic substance use who may be homeless, housed but at risk of losing housing, under-housed, and to assist clients with access to safe and affordable housing. The program is responsive to the relapsing nature of problematic substance use. Services are based on a harm reduction approach and recovery model. Mental Health and Addictions support services are provided through integrated, multi-disciplinary teams e.g. housing coordination and addiction support services.

ADDICTION CASE MANAGER POSITION – SOUTH COCHRANE ADDICTIONS SERVICES INC.

Case Management Services for clients with problematic substance abuse may include varying levels of support:

1. Partnership and planning with addiction service providers of shared clients who are currently homeless, at risk of becoming homeless or who require housing.
2. To provide appropriate services designated to assist client in accessing addiction services (i.e. withdrawal management, community treatment, day treatment).
3. To form/review linkages with Crisis Teams, the Mental Health Unit, Addiction Services and other service providers.
4. Provides a central point of contact for identified individuals to access/be referred to addiction services, mental health services and other required supports; coordinates a continuum of services based on client choice and need.
5. Participates in the selection/intake process and ensures that documentation files are properly maintained for each client including all appropriate statistical requirements and report mechanisms.
6. Outreach services provided directly to client as required.
7. Comprehensive individualized client assessment and ongoing treatment planning.
8. Co-ordination and support, ensuring a stable housing environment.
9. Facilitating client support and input to their housing environment.
10. Crisis intervention – Assist client with relapse prevention, improving coping skills and arrange community support if required.
11. Monitoring and evaluation of services provided to client.
12. Case consultation and planning with all services involved in order to collaborate and coordinate services offered to client.

Qualifications (Skills, Knowledge and Experience)

- Proficiency in both French and English (oral and written) is a requirement for this position.
- Must have a valid driver's license and availability of a vehicle.
- A Bachelor's degree in Health, Social Sciences, or Social Work, College Diploma in Addictions Counselling or Social Service Work combined with a minimum of two years of counselling experience.
- Interpersonal skills in establishing rapport with and counselling clients, and in relating to other professionals.
- Good written and verbal communication skills.
- Analytical skills to assess client needs, ensure appropriate referral and case management, and to prepare written reports.
- Organizational skills in order to manage client files and other work related materials, and to manage time in response to caseload pressures.
- Must be Registered with the Ontario College of Social Workers or Social Service Workers.

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- Comprehensive knowledge in mental health and addictions, awareness of current research, issues and trends as they relate to therapeutic approaches.
- Knowledge of community, provincial and regional organizations and resources.
- Computer skills in report writing and accessing encrypted sites.

Mental Effort to do the job:

1. Listening and remaining mentally attentive over extended periods of time (1-2 hours), while interviewing clients, conducting assessments, providing individualized treatment sessions and leading group therapy sessions.
2. Mental attentiveness in preparing client files, reports, collecting statistical data for computer input, entering information in the computer program and producing computer print outs.
3. Stress related to having knowledge of difficult emotional issues pertaining to clients.
4. Continuous concentration while driving to satellite offices (8 hours/month).
5. Attending and successfully completing ongoing training to maintain skills and current knowledge in addictions.

Physical Effort to do the job:

1. Lifting and carrying of up to ½ hour while loading and unloading written materials, files, and equipment for case consultation or educational sessions with clients.
2. Standing or sitting over extended periods of time while interviewing clients and providing outreach services (up to 2 hours at a time).

Responsibilities associated with performing the job:

1. Possess knowledge of South Cochrane Addictions Services Inc. programs and personnel policies and procedures.
2. Participate effectively as a member of the South Cochrane Addictions Services Inc. program team. This includes mutual supervision, staff meeting attendance and consultation among counsellors to promote professional growth and enhance client service.
3. Work with a high risk population.
4. Carry out complete and comprehensive assessments of individual clients with all necessary documentation.
5. Assist each client in drawing up an appropriate and realistic treatment plan that meets the client's needs as identified through the assessment process.
6. Make referrals, when needed, to other assessment services including medical, social, psychological and psychiatric resources where available.
7. Provide feedback regarding the agreed-upon treatment plan to all referral sources and significant others, with the written, informed consent of the client.
8. Be aware of and assess the effectiveness of treatment resources available in and outside the Cochrane District.
9. Make court appearances when subpoenaed.
10. Contribute to the policies and procedures of South Cochrane Addictions Services Inc.

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11. Maintain current knowledge and skills in the addictions field through ongoing professional development (teleconferences, workshops, conferences, seminars, individual study).
12. Apply a best practice and eclectic approach to clinical work based on current, scientifically proven methods of treatment in addictions.
13. Network and attend case conferences with other service providers to assure comprehensive, quality care for the client.

Working Conditions while performing the job:

1. Works with frequent interruptions and crisis situations.
2. Outreach method of service delivery requires frequent work out of vehicle.
3. Works with deadlines that often conflict in priority.
4. Works in a private environment with individual clients or with groups of clients.
5. Works with medium noise levels due to traffic, telephone and conversations.
6. While in office works in climate-controlled office area with air conditioning.

I have read and understood the preceding position description.

Signature of Employee

Date

Signature of Clinical Supervisor

Date

Signature of Executive Director

Date