

Case Manager

Background

The Future Ready Initiative is the Council for Canada's integrated, institutional response to some of the most significant, urgent changes facing the Jamat in Canada, and those with whom the Jamat lives.

The Program responds to four inter-related needs within the Jamat:

- i) Family mentorship;
- ii) Employment, including the Future of Work and Future of Business;
- iii) Mental health; and
- iv) Youth mentorship and leadership development.

The Initiative is an ambitious undertaking which will reposition the support provided to the Jamat and the ways in which the Jamati Institutions engage with the Jamat over the next decade. It will fundamentally shift the level of aspiration for the Jamat and expectation of delivery.

Role and reporting relationship

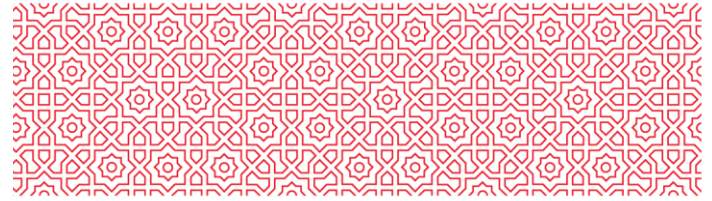
The Council for Canada is seeking a **Case Manager** for the Family Mentorship program. The Case Manager will have expertise in one or more of the following areas: Gerontology; Mental Health; Family and Child Safety; and/or General Social Services.

This position provides direct case management, assessment, and support to families on a complete range of complex issues, including health, financial literacy, housing, legal concerns, as well as other life skills. Working from a harm-reduction and trauma-informed perspective, Case Managers provide extensive, direct one-to-one support, including home visits and telephone contact to support individuals and families in identifying and achieving self-determined goals. Working closely with clients and external service providers, the Case Manager coordinates access to services including substance use and mental health support programs, healthcare providers, legal institutions, income supports, housing providers and other community services.

Key responsibilities

- **Assessment:** conducts comprehensive assessments with clients. Includes coordination of support and referrals on health issues, substance use, mental health, financial, employment, housing, legal and social supports.
- **Plans of care:** establishes plans in collaboration with clients that are focused and holistic. Monitors and evaluates plans at regular intervals to assess changing intervention needs.
- **Crisis response:** ensures individuals in crisis receive appropriate and immediate support and intervention. Demonstrates success in interventions, crises, and outcomes.
- **Navigation:** identifies and connects clients to resources, supports navigation, identifies systemic gaps and engages the community to fill those gaps.
- **Case management:** works with participants to identify and achieve self-directed goals. Provides ongoing support, including home visits, office visits, accompaniments to appointments, and





meetings in institutional settings. Monitors property issues (rent payments, health and safety, housing standards) and liaises with landlords as required.

- **Documentation:** maintains accurate case management records and completes reporting required by funders and supervisors.
- **Partnerships:** works collaboratively and develop strong partnerships with external service providers, such as withdrawal management services, hospitals, law enforcement agencies, and housing providers. Connects clients with supports in the community based on their needs, which will help them achieve and maintain stability, including support groups, life skills groups and social events.
- **Coaching:** provides coaching to volunteers in supporting clients and overseeing the implementation of family development plans.

Candidate profile

Education

- *Required:* Degree in Social Sciences (Social Work, Gerontology, Mental Health, Counselling, Substance Use, Family and Child Safety or Clinical Psychology) or Health Sciences (Nursing) and/or equivalent combination of training, education, and experience.
- *Required:* Current registration in good standing with the relevant regulatory oversight Institution (e.g.: College of Social Workers, College of Nurses, etc.).

Professional and Jamati experience

- *Required:* Minimum 3 years front-line experience in community-based work ideally in the area of outreach, referrals, providing information and group facilitation, and one on one support to high needs families/individuals.
- *Required:* Experience working with individuals living with mental health, substance use issues, histories of trauma and homelessness.
- *Required:* Minimum 1-year experience working with and coaching volunteers.
- *Preferred:* Experience working with low-income, multi-racial, multi-lingual newcomer/ immigrant communities.
- *Preferred:* Familiarity with the Jamati Institutions (in Canada or elsewhere) and understanding of how to drive delivery within the distinct institutional framework.

Languages

- *Required:* English and/or French fluency, including excellent communication skills (written and spoken).
- *Preferred:* Fluency in other languages spoken by the Jamat, such as Farsi, Dari, Pashto, Arabic, and others.

Location

- Based in Canada.

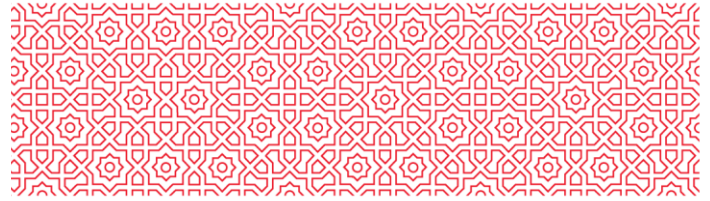
Minimum requirements

- Completed background check (Vulnerable Police Reference Check Clearance (VSS)).
- Candidate must already have legal authorization and documentation to work in Canada.





Council for Canada
Future Ready Initiative
Job posting



How to apply

Please complete the application form: [Future Ready Initiative: Job Application](#). This includes the submission of a cover letter and CV. The cover letter should be maximum one (1) page, and CV should be maximum two (2) pages. The total number of pages should not exceed three (3) pages.

Finalist candidates will be required to complete a background check, including reference checks, before being onboarded.

For any questions or concerns, please contact careers.fri@iicanada.net. Please note that we cannot provide any information which might privilege one applicant over another. Thank you for your interest in this position.

