

Senior Case Manager

Background

The Future Ready Initiative is the Council for Canada's (CFC) 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

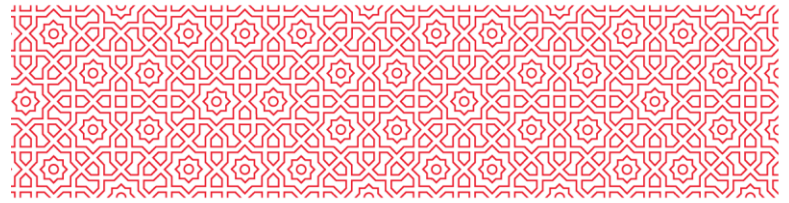
The Council for Canada is seeking a **Senior Case Manager** for the Family Mentorship program. The Senior Case Manager will have expertise in one or more of the following areas: Gerontology; Mental Health; Family and Child Safety; and/or General Social Services.

This position reports to the National Operations Officer, is part of the senior operations management team, and provides direct case management support to families on a complete range of complex issues. The Senior Case Manager will have leadership and oversight of Case Managers (staff) and provide support to Family Navigators (volunteers) in developing Family Plans. Working from a harm-reduction and trauma-informed perspective, Senior Case Managers will themselves 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, and guide Case Managers and Family Navigators to do the same. Working closely with clients and external service providers, the Senior 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. The Senior Case Manager will provide clinical supervision and guide Case Managers and Family Navigators to adopt best practices.

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 and community engagement:** works collaboratively and develop strong partnerships with internal and external service providers, such as CFC Boards and Portfolios, as well 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.
- **Leadership and coaching:** provides leadership and coaching to Case Managers and Family Navigators in supporting clients and overseeing the development and implementation of family development plans.
- **HR management:** supports onboarding of new staff, workflow, and quality of engagement and family plans of Case Managers. Supports in identifying professional development needs and opportunities of Case Managers.

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. Professional designation is an asset.

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:* Supervisory experience and providing clinical supervision within acute and/or community-based settings.
- *Required:* Experience working with individuals living with mental health, substance use issues, histories of trauma and homelessness.
- *Required:* Minimum 3-years experience working with and coaching students, staff or 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 fluency and excellent writing skills.
- *Preferred:* Fluency in other languages spoken by the community, such as Farsi, Dari, Pashto, Arabic, and others.

Location

- Based in Canada.

Minimum requirements

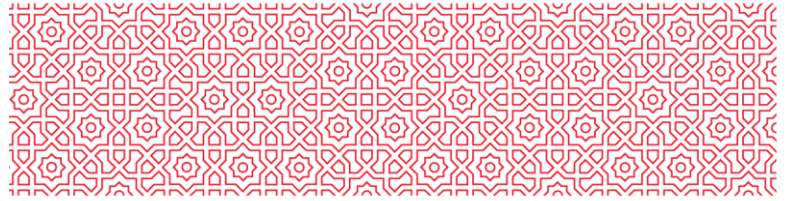
- Completed background check (Vulnerable Police Reference Check Clearance (VSS)).
- Candidate must already have legal authorization and documentation to work in Canada.



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.

