



Madison Community Services Position Description

POSITION TITLE: **Mental Health Case Manager (1 Year Contract)**

REPORTS TO: **Program Manager, Case Management Programs**

HOURLY PAY RATE: **\$25.68**

ABOUT MADISON:

Madison Community Services is a non-profit organization dedicated to promoting independence, health, recovery, and community integration for individuals living with mental health challenges. We achieve this through the delivery of client-centered, recovery-oriented case management, supportive housing, and a wide array of mental health and settlement services.

Madison is committed to achieving high standards of care that are evidence-based, client-centered, recovery-focused, and aligned with Accreditation Canada's standards. We are dedicated to continuously improving our quality of services through measurable outcomes and performance indicators.

POSITION SUMMARY:

Mental Health Case Managers (MHCM) provide direct service and support to clients in Madison's Ontario Health Case Management program. Reporting to the Program Manager, the MHCM is responsible for providing recovery-oriented supports to clients in the following areas: needs identification, individualized assessment and planning, direct service provision, coordination and support, referral, monitoring, evaluation, and advocacy.

This position involves providing individualized case management, advocacy, systems navigation, and group-based psychoeducation, in line with the organization's strategic plan, key performance indicators (KPIs), and accreditation standards. Fluency in English is essential.

DUTIES, RESPONSIBILITIES, AND RELATED TASKS

- Assist in the planning, implementation and evaluation of supports and services.
- Comply with agency policies, standards, guidelines and procedures.
- Work from a recovery and culture-sensitive framework in achieving the organization's mission.
- Assist in client screening and intake.
- Complete assessments that identify clients' needs, priorities and abilities through information obtained from the client, their formal and informal supports and the referral source using agency and funder tools.

- Maintain client files and documentation as per agency policies, procedures, standards, guidelines and legal framework.
- Timely provision of reports as required or requested.
- Assist clients in identifying and advocating for their civil, legal, housing and other rights.
- Maintain confidentiality and comply with agency standards and all applicable legislation.
- Facilitate access to desired and needed services and resources, including community supports, peer support groups, social recreational supports, crisis intervention and treatment, among others.
- Collaborate with community service providers.
- Perform other related duties as assigned by the Program Manager or designate in the absence of the Program Manager.
- Hours of work are Monday to Friday, 9 am-5 pm, with occasional “on call” outside of these hours as required.
- Madison is a unionized employer and this is a unionized position; CUPE Local 3798-01.
- Travel throughout Madison’s catchment boundaries to provide community based supports to clients.
- Participate in regular supervision with Program Manager.

QUALIFICATIONS, KNOWLEDGE AND SKILLS

- University degree relevant to mental health & addictions case management is preferred.
- Relevant diploma or certificate coupled with 3 years of experience in related adult mental health and case management is required.
- Strong written and verbal English communication skills.
- **Additional language skills are an asset.**
- Group program development and facilitation is an asset.
- Able to work effectively independently, as well as part of a team.
- Demonstrated interpersonal and networking skills.
- Specific knowledge of community resources connected to the provision of mental health and related services available in Toronto is an asset.
- Competency in recovery-oriented and anti-oppressive practice.
- Knowledge of and proficiency in current approaches for adult mental health and addictions, harm reduction and client-centered principles.
- Demonstrated knowledge and understanding of the mental health system, including resources and services, to enable positive outcomes for clients and family members.
- Good understanding of and sensitivity to social and cultural diversity.
- Demonstrated skills in assessment, planning, and problem-solving strategies.
- Use of appropriate skills and resources to intervene with aggressive behaviour and suicidal behaviour to maintain safety for all individuals.
- Knowledge of mental illness, medications and ability to assist clients with symptom management and medication advocacy as required.
- Good understanding of relevant provincial, and local legislation and government policies, procedures and practices pertaining to services provided by the agency.
- Competency in the provision of services offered by Madison.
- Demonstrates diplomacy and negotiation skills in client and system advocacy.

- Knowledge of coaching approaches.
- Demonstrated strong computer skills.
- Training in CPR, First Aid and ASIST is an asset.
- Vulnerable Sector Background Check/Clearance required.

COMMITMENT TO EQUITY, DIVERSITY, AND INCLUSION

Madison Community Services is an equal opportunity employer committed to building an inclusive, accessible, and equitable workplace. We strongly encourage applications from individuals who identify as Francophone, BIPOC, Indigenous, LGBTQ2S+, persons with disabilities, and newcomers. *Accommodations are available upon request throughout the hiring process.*

COMMITMENT TO QUALITY AND ACCREDITATION STANDARDS

This role is integral to Madison's ongoing commitment to quality care and meeting the Accreditation Canada Qmentum standards related to:

- Client-centered service delivery
- Cultural competence and safety
- Staff training and supervision
- Performance measurement
- Risk management and continuous quality improvement

We encourage all applicants to review Madison's website to learn more about us at www.madisoncs.org. *We thank all applicants for their interest, however only those candidates selected for an interview will be contacted.*