



MADISON COMMUNITY SERVICES

POSITION DESCRIPTION

POSITION TITLE : **Mental Health Recovery Worker / Case Manager**
 (On Relief / On Call Basis)

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

PAY RATE : **\$25.68 per hour**

ABOUT MADISON :

Madison Community Services (Madison) 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 and recovery-oriented case management, supportive housing, and a wide range 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:

The Mental Health Case Manager plays a key role in Madison's Case Management Programs, delivering culturally responsive, trauma-informed, and recovery-focused support to individuals who are in need. 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. In addition, the Case Manager offers client coverage and support to Madison's Drop-In Program.

DUTIES, RESPONSIBILITIES, AND RELATED TASKS

1. Client-Centered Case Management

- Conduct comprehensive biopsychosocial assessments using standardized tools
- Develop, implement, and review Individualized Recovery Plans (IRPs) with measurable objectives, timelines, and outcome indicators.
- Utilize trauma-informed, strengths-based, and culturally safe approaches throughout the client's recovery journey.
- Provide crisis intervention, risk assessment, and safety planning in accordance with Madison's Risk Management Framework.

- Ensure adherence to Madison’s Health and Safety, Infection Control, and Ethical Conduct policies.

2. Systems Navigation and Advocacy

- Facilitate access to health, legal, settlement, and housing services (e.g., OHIP, ODSP, PR card, language training, and employment).
- Advocate for client rights in health, housing, and immigration systems, following Anti-Oppression (AOP) and Equity, Diversity, and Inclusion (EDI) principles.

3. Program Delivery and Education

- Deliver psychoeducational workshops, if required.
- Support peer engagement and leadership in program delivery.
- Assist with data collection, program evaluation, and continuous quality improvement initiatives to improve client experience and outcomes.

4. Collaboration and Team Integration

- Participate in interdisciplinary team meetings, supervisions, and case reviews to ensure service integration.
- Liaise with external partners (e.g., primary care, housing providers, settlement agencies) to strengthen referral pathways.
- Uphold confidentiality, informed consent, and privacy in compliance with PHIPA and Madison’s Privacy Policy.

5. Documentation and Reporting

- Maintain accurate and timely documentation using TREAT ensuring compliance with organizational documentation standards and funder reporting timelines.

QUALIFICATIONS, KNOWLEDGE AND SKILLS

- Minimum 3 years of combined experience in the mental health and community work.
- University degree or equivalent credentials that are relevant to mental health & addictions case management is preferred.
- Strong written and verbal English communication skills
- ***This is a “relief” position, meaning the work schedule will vary by week. . There are no guaranteed working hours. You will not be regularly scheduled for more than 24 hours per week.***
- Relief Case Managers are expected to offer case management support in the community and/or onsite at office location.
- Strong understanding of recovery values and practices
- Strong understanding of trauma informed care and its impact on recovery
- Demonstrates understanding of Anti-Oppressive practice, client-centered philosophy, and principles and practices of community service delivery
- Competencies in the provision of services offered by Madison.
- Knowledge of community resources connected to the provision of mental health and related services.

- Possesses strong outreach skills and creative presentation styles.
 - Demonstrates diplomacy and negotiation skills in client and system advocacy.
 - Demonstrates good interpersonal, networking, and cross-cultural communication skills.
 - Knowledge of mental illness, medications, and ability to assist clients with symptom management.
 - Proficient in Microsoft Office Suite is required
 - Proficient in TREAT documentation system is an asset.
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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.*

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.