



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Case Manager, Adult Services	
Position Number	Community	Division/Region
48-11328	Yellowknife	Mental Health and Community Wellness, HQ

## PURPOSE OF THE POSITION

The Case Manager, Adult Services provides case management to adults with disabilities, brain injury and/or chronic mental health and addictions issues as well as limited services to adult clients accessing Indigent benefits provided by the Northwest Territories Health and Social Services Authority. This position ensures clients referred within the Yellowknife Region are appropriately assessed and able to access programs and services needed to maximize their independence, and provide opportunity to engage in meaningful activities that enhance their quality of life. As well, this position plays a lead role in providing access to a continuum of supported living options for this client group; and provides outreach services to clients with low, moderate and severe disabilities and/or chronic mental health and addiction issues.

## SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̄ch̄o regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-Indigenous peoples. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̄ch̄o Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance

requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

Located in Yellowknife, the Case Manager, Adult Services (Case Manager) reports directly to the Supervisor, Supportive Living, and manages a case load of approximately 30-40 active clients.

The Case Manager works directly with clients experiencing complex issues across several departments: NWT Housing Corporation, NTHSSA, and the departments of Justice, Health and Social Services, and Education, Culture & Employment. The position will work directly with the clients in the office as well as in the community including street outreach and outreach to homeless shelters and community organizations. Staff are subject to work with extremely high risk clients in an uncontrolled environment on a daily basis.

The incumbent's central duties will be to engage in direct daily case management with clients in an office or outreach setting. They will be required to assess, provide supports, develop an individual service plan, set goals, and work within a multi-disciplinary team to provide daily client case management. The diverse client base will include multiple complex clients dealing with adverse situations including homelessness, food security, child and family services, mental health, criminal matters, literacy, and income security.

Providing outreach service may require the staff member to work in unconventional settings, such as homeless shelters and with clients who are unpredictable on a daily basis. (i.e. mental health issues, signs of impairment, substance use can increase safety risk) as they are working daily with multiple complex needs clients who are dealing with social issues (homelessness, addictions, mental health issues, child & family services, food security, income support).

This position is responsible for:

- Intake, assessment and referral of NWT clients to supported housing and day programming.
- Case management of clients accessing in territory supported housing and/or day programming and clients in out of territory placements.
- The provision of outreach services to a caseload of additional clients residing independently, requiring information, support, supervision, referral to other community resources and related joint case planning with other agencies.
- Playing a key liaison role with non-government organizations providing supported housing and day programming.
- Participation on behalf of NTHSSA at key joint stakeholder meetings.

## **RESPONSIBILITIES**

### **1. Provide assessment and integrated case management to adult clients with brain injury, and/or developmental disabilities, and chronic mental health and addiction challenges.**

- Work with high risk clients who are dealing with multiple complex social issues (homelessness, poverty, child protection issues, contacts with the criminal justice system, mental health issues, addictions, Fetal Alcohol Spectrum Disorder [FASD], etc.) across two or more government departments.
- Manage a caseload of approximately 30-40 clients who are accessing supported living in territory and out of territory programs and clients who are in semi supportive living facilities outside the region, but in the NWT.
- Work closely with the multidisciplinary team to facilitate the intake and assessment of clients into adult services supportive living programs.
- Conduct annual sight visits with southern and northern living homes/facilities where adult Yellowknife clients are residing, to ensure living arrangements are meeting standards and providing services as required. These visits include face to face contact with clients.
- Maintain contact with clients and relevant Public Guardians, case managers etc. as related to the case management of clients in supportive and semi supportive living environments.
- Coordinate and work closely with the multidisciplinary team to monitor home visits for clients, and ensure appropriate supports are in place prior to each visit and reviews requests for home visits.
- Work closely with the multidisciplinary team and agencies to ensure fully executed information is gathered for assessments, and community supports are provided for clients in the region.
- Complete and submit Out-of-Territory extension applications within applicable timelines.
- Work closely with Territorial Supportive Living services to ensure that the day-to-day social, emotional, physical and intellectual needs of clients living in supportive living and semi supportive environments are being met by contractors and service providers.
- Review incident reports from service providers and/or community agencies, assess the degree of safety risk for the client and determine the required response, formulate and implement an action plan in conjunction with the service provider and other professionals.
- Facilitate risk monitor pro incident reporting procedures in accordance with organizational procedures, and carry out effective and efficient follow ups.
- Work with Territorial Supportive Living services to support the repatriation of clients back to the NWT from southern placements, where possible.
- Work closely with Territorial Supportive Living services to manage crisis situations through negotiation and mediation between clients and service providers, and/or other community members or agencies, when required.

- Develop and implement short-term and long-term plans with clients aimed at facilitating client independence, enhancing their support system and encouraging stronger linkages with their families and community of origin.
- Chair multi-disciplinary case conferences between clients, their families and supportive agencies, to facilitate the development of realistic goals, tasks, and outcome measures.
- Promote effective working relationships between families, advocates, community agencies, extended family members, and other Regions.
- Work closely with the multidisciplinary team to interview adults, families, and extended family members, other Regional staff and relevant service providers for the purpose of completing a social history on each client, and update the social history on a yearly basis with new information.
- Provide support to clients when a serious incident has occurred, or ensure the support is provided via community-based services.
- Work closely with Territorial Supportive Living services to conduct or coordinate investigations in situations where there are complaints of inappropriate behaviour.
- Ensure that all case management activities and agency reporting on client progress is properly documented on client files.

**2. Develop, sustain, facilitate Interdepartmental and community partnerships to create, facilitate and improve services and programs for clients engaged in multiple complex issues including but not limited to, mental health issues, disabilities, brain injury and/or related social issues, homelessness, addictions, and/or poverty).**

- Develop and facilitate multi-disciplinary teams directed by a range of authorities, priorities, attitudes, professional requirements as well as policies and directives targeted to meet client needs on a case-by-case basis.
- Consult with Mental Health facilities and/or service providers from other provinces and territories to ensure the effective delivery of services to NWT clients.
- Gather information about community programs that serve adults with specific complex needs, and develop collaborative relationships with these agencies.
- Support the development of supportive living placements within the region through analysis of need, research options for funding and program delivery, and present business case with recommendations to the Regional Manager, Mental Health and Addictions Services, and NTHSSA Territorial Manager for program development and program expansion.
- Advocate on behalf of clients with government, community members, businesses and non-government organizations to ensure their access to appropriate services, including housing, employment, income assistance, and treatment.
- Participate as NTHSSA, Yellowknife Region's representative on planning committees, projects and initiatives targeted to the client group. Committees include placement committees, committees directed with the responsibility to address homelessness, poverty, and other related social issues affecting the client target group.
- Identify alternative approaches or actions to a problem and evaluate potential consequences both within and outside the department.

- Share and disseminate information between clients and service providers.
- Provide public education to families, community members and other agencies regarding the mandate and responsibilities of the Adult Services Program.

**3. Deliver, or facilitate the delivery of other social programs in the community.**

- Assess and provide death and special health benefits to indigent applicants.
- Assess and apply for homelessness benefits on behalf of individuals and/or families as required.
- Assist individuals and families in navigating the broader health and social services system in the community, referring clients to appropriate resources, programs, service providers, etc.
- Work closely with the multidisciplinary team to support continuity of services for adult clients with brain injury, psychiatric needs, or chronic mental health and addictions following discharge from hospital.
- Support functions of other social programs when necessary such as support to continuing care, social work and mental health services within the scope of the case manager, adult services.
- Provide outreach services and support to community organizations such as homeless shelters, community groups and non- government organizations.

**4. Perform administrative duties to ensure quality initiatives are met in collaboration with the Territorial Manager, Supported Living and Regional Managers.**

- Provide coaching and leadership to peers, new staff and other members of the health care team to develop skills necessary to achieve the delivery of quality care.
- Gather and record statistical data relevant to program operation and requirements.
- Further own education and personal development.
- Provide appropriate reports as requested.
- Maintain clear and accurate up to date documentation reflecting ongoing client status in accordance to established documentation standards.
- Partner with appropriate community resources to develop ways to meet broader community needs.
- Advocate for clients who experience barriers when accessing services related to policy and procedure.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.

**Environmental Conditions**

The Case Manager works in an environment with frequent exposure to behaviourally difficult clients as well as exposure to health and/or accident hazards.

## **Sensory Demands**

In the provision of assessment and integrated case management, the incumbent will use the combined sense of sight, touch, smell and hearing. Sensory inputs will also be required to maintain an awareness of the working environment to prevent potentially disruptive and dangerous incidents from occurring.

## **Mental Demands**

The incumbent will be required to interact with high risk clients who are agitated and dealing with multiple complex social issues (homelessness, poverty, child protection issues, contact with the criminal justice system, mental health issues, addictions, FASD, etc.). The incumbent will work directly with high need clients across disciplines and may be perceived as an authoritative influence by community members and subject to verbal abuse from irate clients, family members and others. The incumbent will be frequently exposed to information of trauma and dysfunction that may include stories of physical/sexual abuse, homelessness, and violence.

There may be a threat of physical confrontation from clients as the incumbent will be required to provide service to clients who may be intoxicated or under the influence of substances and/or dealing with mental health issues.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to be sensitive to the geographical and cultural needs of the people and understand how community and cultural needs impact the delivery of health and social services.
- Knowledge of Indigenous history and be familiar with diverse cultures in the region.
- Knowledge of theoretical approaches for addressing mental health and addictions issues, group and family dynamics, counseling theories, tools for assessing clients with psychiatric disabilities, developmental disabilities or brain injury, mental health diagnosis.
- Skilled in community development, program planning, development and evaluation of programs, and policies and structures pertaining to health and social programs.
- Ability to conduct presentations and facilitation to groups.
- Conflict resolution skills, group therapy skills, facilitation, negotiation and mediation skills.
- Interpersonal communication skills, both written and verbal.
- Ability to interact effectively with individuals who are cognitively impaired.
- Ability to interact effectively with individuals with chronic mental illness.
- Ability to provide brief counseling and support in area of bereavement.
- Computer literacy.
- Analytical skills.
- Ability to work effectively as a team member.
- Knowledge and experience working with families and children.

**Typically, the above qualifications would be attained by:**

A degree in social services or a related field (social work, nursing, registered psychiatric nursing) with two (2) years of case management or direct related experience; OR

A diploma in social services or a related field (social work, nursing or registered psychiatric nursing) with four (4) years of directly related experience.

**ADDITIONAL REQUIREMENTS**

**Position Security**

- ☐ No criminal records check required
- ☐ Position of Trust – criminal records check required
- ☒ Highly sensitive position – requires verification of identity and a criminal records check

**French Language** (check one if applicable)

- ☐ French required (must identify required level below)  
Level required for this Designated Position is:  
ORAL EXPRESSION AND COMPREHENSION  
Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐  
READING COMPREHENSION:  
Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐  
WRITING SKILLS:  
Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
- ☐ French preferred

**Indigenous Language:** Select Language

- ☐ Required
- ☐ Preferred