



IDENTIFICATION

| Department | Position Title | |
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| Northwest Territories Health and Social Services Authority | Case Manager, Mental Health and Addiction Services | |
| Position Number | Community | Division/Region |
| 48-15321 | Fort Simpson | Mental Health and Addiction Services/Dehcho |

PURPOSE OF THE POSITION

The Case Manager, Mental Health and Addiction Services (Case Manager) provides case management to adults experiencing severe symptoms and impairments due to significant mental health, addictions, or dual diagnosis concerns. The Case Manager works within the Community Counselling Program to ensure service users referred from across the Dehcho Region receive the support they need. The Case Manager plays a lead role in providing outreach services to service users. The Case Manager will work within a recovery-oriented, strengths-based model to support service users.

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 Tłıchʰ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit and Métis. 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 Tłıchʰ 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 and guidelines for the entire NWT in accordance with legislation, policy and standards set by the Department of Health and Social Services. 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.

This position is located in Fort Simpson, Northwest Territories and the incumbent reports to the Dehcho Regional Manager, Mental Health and Addictions.

The Case Manager position will provide services virtually and in person (through community travel) to all communities across the Dehcho Region. The Case Manager position should be prepared to travel approximately 40% of the time into Dehcho communities outside of Fort Simpson.

The incumbent may be required to work on call and work a flexible schedule to ensure accessibility to members of the community. In addition, when a traumatic event occurs within the community or to an individual, the incumbent may be called upon outside of regular work hours.

This position is responsible for:

- Case management (including applications) of service users accessing:
 - Facility Based Addictions Treatment (FBAT).
 - Indigenous Services Canada Substance Use Treatment Centre- National Native Alcohol and Drug Abuse Program (NNADAP).
 - Out of territory placements (i.e. Homewood Health for concurrent disorders).
- Providing and coordinating aftercare support.
- Complete service user applications as needs are identified.
- Completing Family violence assessments/ travel to a family violence shelter coordination.
- Completing Suicide Risk Assessments.
- Lead the provision of outreach services.
- Playing a key liaison role with Indigenous Governments, other Government of Northwest Territories departments and non-government community partners to collaborate on wellness programming.

RESPONSIBILITIES

1. Provide Outreach Services and Develop/ Sustain Community Partnerships

- Lead the provision of outreach services to support service users in accessing services in the way that best works for them (ie. through home visits, on the land programming etc.);
- Consult with and develop a collaborative partnership with all relevant government and non-government partners, including but not limited to Indigenous Governments, RCMP, Housing, NGO community mental health and wellness service providers.



- Collaborate on the delivery of community-based mental health and wellness programming (i.e. mental health focused groups, providing community psychoeducation/ health promotion on topics related to mental health, addictions, family violence and overall wellness).
- Participate in community mental health and wellness meetings/ planning sessions that may occur as the Dehcho Region NTHSSA representative.
- Support service users in navigating the larger health and social services system in the region, referring service users to appropriate resources, programs, service providers etc.

2. Case Management

- Complete service user Readiness and Needs Assessments.
- Complete applications for service users accessing FBAT, NNADAP, or out of territory placements.
- Provide support for accessing items that may be needed for various applications (i.e. in getting up to date identification cards, healthcare cards etc.).
- Complete service user applications as needs are identified (i.e. for income support, supplementary death benefits, Homelessness Assistance Fund etc.).
- Provide and coordinate aftercare support for service users returning from out of FBAT, NNADAP, or an out of territory placement.
- Ensure effective repatriation of service users back to the NWT from southern placements, where possible.
- Provide supportive (non-clinical) counselling to service users when appropriate and helpful.
- Ensure all case management documentation and NTHSSA data reporting is conducted in accordance with NTHSSA standards and requirements.

3. Family Violence

- Complete family violence risk assessments, including assessments of intimate partner violence and children's exposure to intimate partner violence.
- Make required mandatory reports if applicable (i.e. to RCMP and Child, Family and Community Wellness).
- Support service users in understanding the support options available to them.
- Support safety planning if required and requested by the service user.
- Support the coordination of travel to a family violence shelter if required and requested by the service user.

4. Suicide Risk

- Complete suicide risk screenings.
- Complete Suicide Risk Assessments.
- Complete Safety and Wellness Planning.



5. Performs other duties as required to achieve Governmental, Departmental or Authority strategic goals and objectives.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

Services are provided in a variety of settings including public community locations and the service user's home.

Sensory Demands

The incumbent will spend approximately 70% of the day providing direct Case Management services requiring the use of the combined senses.

Mental Demands

Professionals providing Case Management services may hear traumatic stories (i.e., abuse, neglect, multiple losses, family violence, addictions, etc.). A level of uncertainty in knowing what to expect while at work may be experienced as people in crisis are often unpredictable and can be abusive to those trying to help. As a result, there is legitimate concern about the risk of verbal and even physical assault.

Providing these services in small communities presents unique challenges in that the incumbent may have to deal with friends, neighbors, relatives or social acquaintances who are receiving services as well as victims and perpetrators on a day-to-day basis outside of work (i.e., at community functions, grocery store, walking down the street, etc.).

The Case Manager position should be prepared to travel approximately 40% of the time into Dehcho communities outside of Fort Simpson. Travel may occur through a variety of methods such as: ferry's, small planes, winter roads, etc.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to perform psychoeducation/ health promotion on topics related to mental health, addictions, family violence and overall wellness.
- Knowledge of physical, psychological and social effects of addictions/ mental health disorders and family violence.
- Knowledge of treatment options for service users of all ages, including referral routes and how to coordinate care.

- Knowledge and skills in working in an interdisciplinary manner to optimize wrap around service delivery.
- Knowledge of the signs of violence, abuse, mental illness and addictions, as well as current trends and wise practices in addressing psychological outcomes.
- Knowledge of *NWT Mental Health Act* and the *Child and Family Services Act*;
- Awareness of the limitations of confidentiality.
- Oral and written communication skills.
- Ability to operate a computer and basic software (i.e. Word, Adobe Acrobat, Outlook).
- Ability to be self-directed, meet deadlines, prioritize workloads, and manage several tasks as once.
- Ability to operate in a team environment.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A diploma in Indigenous wellness, social work, counselling, addictions counselling, or with 1 year of relevant case management experience, specific to income support, mental health, addictions, and/or family violence.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Valid Driver's License Required

- ☒ Yes
☐ No

Position Security (check one)

- ☐ 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