



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Case Manager, Adult Services	
Position Number	Community	Division/Region
48-16812	Fort Smith	Territorial Operations/ Clinical Integration/ Mental Health and Community Wellness

PURPOSE OF THE POSITION

The primary purpose of this position is to provide case management to adults and seniors with disabilities, brain injury and/or chronic mental health and addictions issues, including those in the continuing care setting. Expected outcomes of the position are to delay, prevent or minimize the number of acute care and long-term care admissions and allow residents to remain in their homes and communities to the greatest extent possible.

The Case Manager, Adult Services ensures clients referred within the Fort Smith 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. The Case Manager, Adult Services 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. In the Fort Smith Region the position liaises with and supports services to Home and Community Care, long term care and other social programs as needed.

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 Tłıch'ı regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. 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 Tłıchǫ 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.

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.

The Case Manager, Adult Services reports to the Supervisor, Supportive Living, and is located within the Fort Smith Regional Office in Fort Smith, NT. This position is responsible for case management of clients within the community of Fort Smith exclusively. The population of the Fort Smith community as a whole is approximately 2500. The incumbent manages a case load of approximately 15-25 active clients.

This position is responsible for:

- Intake, assessment and referral of NWT clients to supported housing, home care services, 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 and senior clients, including those 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], Elder abuse, Dementia, etc.) across two or more government departments;
- Manage a caseload of 15-25 clients who are accessing supported living in territory and out of territory programs as well as home care services;
- Work closely with the multidisciplinary team to facilitate the intake and assessment of clients into adult services supportive living programs and/or home care program;

- Conduct annual sight visits with southern and northern living homes/facilities where adult Fort Smith clients are residing, to ensure living arrangements are meeting standards and providing services as required. These visits include face to face contact with clients;
- Provide emotional support to clients when an incident or crisis has occurred;
- Maintain contact with clients and relevant guardians, case managers etc. as related to the case management of clients in supportive and semi supportive living environments as well as those living alone and receiving Home Care Services; supports residential clients/residents with guardianship, trusteeship, power of attorney process;
- Coordinate and work closely with the multidisciplinary team to ensure appropriate supports are in place for outreach services, home care services, and 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 including referrals for guardianship assessment and power of attorney;
- Work closely with regional Home and Community Care services to ensure that the day-to-day social, emotional, physical, and intellectual needs of clients receiving home care services are being met by 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 RL6 incident reporting procedures in accordance with organizational procedures, and carry out effective and efficient follow ups;
- Work collaboratively with a multidisciplinary team 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 maximizing client independence, enhancing their support system and encouraging stronger linkages with their families and community of origin to remain in their homes to the greatest extent possible;
- 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/seniors, families, 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;
- Work closely with Territorial Supportive Living services to report, conduct or coordinate investigations in situations where there are complaints concerning the quality of care;
- 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 experiencing multiple complex issues, including but not limited to mental health, addictions, disabilities, brain injury, Dementia, or related social issues such as homelessness, Elder Abuse, 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/seniors with specific complex needs, and develop collaborative relationships with these agencies;
- Support seniors to remain in their homes for as long as possible through analysis of need, research options for funding and program delivery, and collaboration with Home and Community care;
- 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, home care, and treatment;
- Facilitate seamless transition of seniors to return home after an acute care (hospital) admission in Ft. Smith, Yellowknife or Alberta by collaborating with involved service providers;
- Participate as an NTHSSA 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 regarding obtaining identification, addressing food insecurity, transportation etc.;
- Work closely with the multidisciplinary team to support continuity of services for adult/senior clients with brain injury, psychiatric needs, dementia, or chronic mental health and addictions following discharge from hospital;
- Support functions of other social programs when necessary, such as referral to and collaboration with home care, social work and mental health services; and
- Assist senior clients and families with applications for public guardian and/or trustee.

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

- Participates in the orientation of new staff;
- Gathers and records statistical data relevant to program operation and requirements;
- Furthers own education and personal development;
- Provides appropriate reports as requested as related to specific client data or indicators;
- Maintains clear and accurate up to date documentation reflecting ongoing client status in accordance to established documentation standards;
- Collaborates and partners with appropriate community resources to develop ways to meet broader community needs.

WORKING CONDITIONS

Physical Demands

The position will work directly with the clients in the office as well as in the community. Due to the type of work, there may be threats of physical confrontation with those who are high risk, may be highly intoxicated or under the influence of substances or dealing with mental health issues. Potential exposure to hostile and unpredictable behaviour poses a significant safety risk.

Environmental Conditions

The incumbent's central duties will be to engage in direct daily case management with clients. 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 & family services, mental health, criminal matters, literacy, Elder abuse, dementia, and income security. There is a risk of exposure to communicable disease and the unpredictable nature of the clientele may pose a health and safety risk (mental health, addictions, cognitive challenges, trauma,).

Sensory Demands

The incumbent must always use combined senses of sight, touch, smell and hearing to maintain an awareness of their working environment to prevent potentially disruptive and dangerous incidents from occurring (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)

Mental Demands

The incumbent will be required to interact with high risk and unpredictable 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, FASO, dementia, Elder abuse, etc.). The incumbent will work directly with high needs 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/Elder abuse, homelessness, and violence. The potential for mental stress and demands is considerable. Potential exposure to hostile and unpredictable behaviour poses a significant safety risk.

KNOWLEDGE, SKILLS AND ABILITIES

- Must 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;
- Must have knowledge of Indigenous history and be familiar with diverse cultures in the region;
- Must be knowledgeable with 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;
- Knowledge and skills of Geriatrics and associated issues and processes including dementia, and the normal aging process;
- Knowledge of Guardianship & Trusteeship application process;
- Must have skills 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 facilitate groups;
- Must have conflict resolution skills, group therapy skills, facilitation, negotiation and mediation skills;
- Excellent 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;
- Must have excellent analytical skills;
- Ability to work effectively as a team member;
- Knowledge and experience working with families and children;
- Knowledge and experience working with seniors;
- Knowledge of the Local Indigenous Language would be an asset.

Typically, the above qualifications would be attained by:

- A degree in social services or a health related field (social work, nursing, registered psychiatric nursing) with two years of direct related experience.
- A diploma in social services or health related field (social work, nursing or registered psychiatric nursing) with four (4) years of direct related experience

ADDITIONAL REQUIREMENTS

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