



## Residential Support Case Manager Job Summary

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Turning Leaf is a non-profit charitable organization dedicated to providing helpful services to those experiencing intellectual challenges and mental illness. This is an exciting opportunity for someone to utilize their experience and skills in Case Management.

Reporting to the Director of Residential Services and Senior Residential Case Manager, the Residential Support Case Manager is responsible for the operations of all services provided to all Turning Leaf participants within their assigned region (this may include Residential, Guided Living, Cluster or Community Support contracts). Specifically, the Case Manager is responsible for overseeing the treatment/support service, management and operation of the residential facilities, and ensuring that program objectives and individual support plans/contracts are delivered and developed and maintained according to organizational standards.

### Desired Qualifications

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- 🍏 Criminal Record, Adult Abuse Registry and Child Abuse Registry checks
- 🍏 Post-secondary degree or certificate related to human services
- 🍏 A minimum of three years' experience in providing service to intellectually challenged adults and those experiencing mental illness
- 🍏 Several years of Case Management or Supervisory experience in the human services field
- 🍏 Valid C.P.R and First Aid certificate
- 🍏 Valid driver's license and access to a reliable vehicle
- 🍏 Strong attention to detail and organization
- 🍏 Excellent oral and written communication skills
- 🍏 An ability to incorporate the clinical literature pertaining to the population into practical approaches with participants

### Duties and Responsibilities

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#### Operations

- 🍏 Participate in the interview/selection of support team members (including Team Leads and Supervisors).
- 🍏 Ensure that homes are operating in compliance with all aspects of Residential Care Licensing.
- 🍏 Oversee the scheduling of the support team ensuring that the schedule adheres to the approved budget for support hours.
- 🍏 Ensure that each home is operating within the program budget.

- 🍏 Participate in the amenability/intake/transition process of new participants to the program.
- 🍏 Meet with the participant and collaterals/stakeholders prior to the onset of service to gather information about the individual to formulate a support case plan.
- 🍏 Review and Submit all financial processes.

### Leadership

- 🍏 To serve as a role model to the management team, support team and supported individuals.
- 🍏 Provide training to the Residential Supervisors and Support Team on the implementation of Turning Leaf's client centered support and behavior plans.
- 🍏 Utilize skills and experience to communicate effectively, additionally to review, expand upon and implement policy and procedures to be utilized by the support team.
- 🍏 Build relationships within the community with the goal of increasing community connection/access for the individuals as well as to increase community awareness.
- 🍏 Facilitate support/treatment planning within the systems team.

### Supervision/Service Delivery

- 🍏 Aid in coordinating services for individual with the appropriate collaterals.
- 🍏 Ensure the efficient operation of support services and maintain ongoing record/documentation of the operation of the residence and supports delivered for all support contracts.
- 🍏 In conjunction with support team, engage participant in a process of goal setting, planning and acquisition as it pertains to living safely and independently in the community.
- 🍏 Ensure there is structured programming and household routine throughout the day and evening to support the development of skills pertaining to healthy and safe independent living skills.

### Reporting

- 🍏 Adhere to the reporting expectations of the funding body for each individual within the case load.
- 🍏 Submit formal standardized written incident reports to Residential Care Licensing following an incident with the participant.
- 🍏 To attend all psychiatric medication review appointments, neurological appointments, critical probation appointments, and all other necessary appointments.
- 🍏 Ensure that the support team is aware of how to connect daily and be available to respond to crisis/emergencies as required.
- 🍏 To provide afterhours guidance (emergency on call).
- 🍏 Other duties as assigned.

## **Compensation and Benefits**

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- 🍏 Salary paid
- 🍏 Cell Phone allowance
- 🍏 Mileage reimbursement
- 🍏 GRRSP contribution available immediately
- 🍏 Health benefits available immediately
- 🍏 3 weeks' vacation

