



Residential Clinical Support Case Manager Job Summary

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 Clinical Residential Support Case Manager, the Residential Clinical 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, Home Share, 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

- Criminal Record, Adult Abuse Registry and Child Abuse Registry checks.
- Post-secondary degree or certificate related to human services is required.
- 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, organization, task tracking and follow up.
- Excellent oral and written communication skills.
- An ability to incorporate the clinical literature pertaining to the population into practical approaches with participants and the ability to analyze and interpret data.
- Ability to lead large teams utilizing a servant leadership approach.
- Knowledge of residential licensing standards and ensuring their compliancy, along with the ability to understand and interpret legislation including federal and provincial (i.e., licensing, fire, VPA, etc.).
- Experience in the development of behavioural plans, risk management (organizational and participant related) and the person-centered approach.
- Proficient in working cooperatively with multiple departments and other managers.
- The ability to create and deliver training, provide ongoing oversight and coaching to a staff team.
- Extensive knowledge of intellectual disabilities, mental health disorders and addictions.
- Possess the ability to work independently and remain self-motivated.

Duties and Responsibilities

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.
- Assist with staff scheduling, as required.
- In collaboration with support team, address needs pertaining to participant transition as necessary.

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 individualized 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.
- Employ a person-centered approach, work with direct support workers to engage with their participants on a regular basis, pas per proposal.
- Assist staff with or direct a process of safety plan development.

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.
- When necessary, oversee the financial management of participant funds and maintain accurate records of such financial management in collaboration with support workers.
- Oversee and maintain an awareness of cumulative health care of the participant (including general practitioner, dentist, ear and eye specialists and psychiatrist appointments).
- Maintain a list of accurate medications per participant.

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.
- Report at-risk participant activities verbally (including via telephone) and in writing to the Senior Residential Case Manager/Director.
- To attend all psychiatric medication review appointments, neurological appointments, critical probation appointments, supervision meetings, planning meetings 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).
- Maintain up-to-date files on participants (static and dynamic information).
- Maintain semi-annual reports on participants.
- Acquire monthly reports and staff logs.
- Other duties as assigned.

Compensation and Benefits

- Salary paid
- Corporate cell phone
- Mileage reimbursement, when applicable
- GRRSP contribution available immediately
- Health benefits available immediately
- Paid wellness time
- 3 weeks' vacation