



## ABOUT US

Turning Leaf is a non-profit, charitable organization that provides person-centered, crisis and treatment services to low and high-risk vulnerable and marginalized individuals living with mental illness and intellectual challenge in our community. Turning Leaf's support is customized to every individual's needs and risk level. We offer crisis-intervention and treatment services, community support, day program services, residential support (including emergency housing, 24-hour homes, cluster housing, and home share), a harm reduction program, clinical services, indigenous services and more.

*We are proud to be recognized as one of Manitoba's Top Employers of 2024. This honour distinguishes Turning Leaf as a leader in our industry, and as one of the top places to work in the province.*

## WHO WE SUPPORT

The participants of our programs are often deeply impacted by their circumstances which can become barriers to living safely and independently in the community. Trauma, homelessness, poverty, addictions, discrimination, sexual exploitation, societal stigmas, and lack of access to resources are some of the barriers our participants face every day.

## MAKE AN IMPACT

Being a part of the Turning Leaf team means you will have the opportunity to make a direct and positive impact on people's lives every day. The work is challenging in all the best ways and deeply rewarding. Many of our employees say they have found their life's purpose while working here.

Turning Leaf provides ongoing, meaningful training to ensure we remain an industry leader and that our employees have the skills and confidence to be successful in their careers. We are an organization that pledges to uphold a workplace culture of inclusion, diversity, compassion, and respect.

We are growing more and more all the time and we are always hiring. If you feel called to be a part of the Turning Leaf team, please apply today.

***New Hire Incentive Program: Full/Part-Time new hires will receive a \$200 bonus after six months of employment.***

## COMMUNITY CLINICAL CASE MANAGER JOB SUMMARY

Turning Leaf Support Services' Community-Based Treatments Division is designed to provide person-centered supports to adults (or individuals transitioning to adulthood) who are living with intellectual challenge, developmental disability and/or mental illness.

Reporting to the COO of Community-Based Treatments and Senior Community Clinical Case Managers', the Community Clinical Case Manager is responsible for the operations of all services provided to all Turning Leaf participants within their assigned region.

Specifically, the Community Clinical Case Manager is responsible for overseeing the treatment/support service, management, and ensuring that program objectives and individual support plans/contracts are delivered and developed and maintained according to organizational standards.

## ESSENTIAL REQUIREMENTS

- Cover letter and updated resume
- 18 years of age or older
- Available anytime 40 hours p/week (Full time)
- Clear Criminal Record Check with Vulnerable Sector Check, Adult Abuse Registry Check and Child Abuse Registry Check (no older than three months)
- Valid Standard First Aid / CPR Certification
- Completion of a Post-Secondary Education in Human Services Degree is required
- A minimum of three years' experience in providing service to intellectually challenged adults and those experiencing mental illness preferably in Case Management or Supervisory experience in the Human Services field.
- Experience in the development of behavioural plans, risk management (organizational and participant related) and the person-centered approach.
- Knowledge of behaviour modification, supportive communication, and the stages of change
- Experience working with individuals struggling with addictions.
- Experience working with individuals with FASD, Schizophrenia, ODD, ARND, or ABI
- Dedication to continuous profession/skill development
- Experience effectively navigating through potentially high-risk situations through verbal de-escalation techniques, and the ability to stay calm in potentially high stress situations.
- Three employment references

## QUALITIES AND QUALIFICATIONS

Turning Leaf Community Clinical Case Manager must possess the capacity to be aware of and control one's emotions. Moreover, Community Clinical Case Managers must be able to handle interpersonal relationships judiciously, empathetically, and professionally while executing their responsibilities and providing Turning Leaf's person-centered supports.

In addition, Community Clinical Case Managers must possess experience with and skills in:

- Strong attention to detail, organization, task tracking and follow up.
- Self-starter and proactive approach in resolving problems and issues.
- Extensive knowledge of intellectual disabilities, mental health disorders and addictions
- Excellent oral and written communication skills, with ability to write detailed reports.
- Ability to handle multiple projects and priorities in a professional and timely manner.
- 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 effectively present information in a clear manner, demonstrate procedures and respond to questions.
- Ability to lead large teams utilizing a servant leadership 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.
- Possess the ability to work independently and remain self-motivated.
- Ability to interact with all levels of personnel. Treat all with dignity and respect. Open and receptive to their needs

## SUMMARY OF JOB DUTIES AND RESPONSIBILITIES

### Administrations and Documentation:

- Oversee the scheduling of the support team ensuring that the schedule adheres to the approved budget for support hours.
- Participate in the amenability/intake/transition process of new participants to the program.

- Meet with the participant and collateral's/stakeholders prior to the onset of service to gather information about the individual to formulate a support case plan.
- In collaboration with support team, address needs pertaining to participant transition as necessary.
- Maintain Semi-Annual reports on participants.
- Write incident reports in collaboration with Director of Supported Independent Living
- Assist the Director of Supported Independent Living in acquiring monthly reports, bi-weekly timesheets, and staff logs.
- Attend supervision meetings and planning meetings as required.
- When necessary, oversee the financial management of participant funds and maintain accurate records of such financial management in collaboration with support workers.
- Review and submit all financial processes.
- 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.
- Report at-risk participant activities verbally (including via telephone) and in writing to Director of Supported Independent Living
- Participate in the interview/selection of support team members (including Team Leads and Supervisors)

#### Support Supervision:

- Employing a person-centered approach, work with Community Support Workers to engage with their participants on a regular basis, as per proposal.
- In consultation with Support Team, develop an individualized profile and support plan for the participant, using available data pertaining to the participant.
- Maintain an awareness (and record) of the participants' known diagnoses and symptomatic behavior; Develop support plans to reflect the participant's mental health experience.
- 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.
- Assist staff with or direct a process of safety plan development.
- When appropriate, participate in regular support team meetings.
- In collaboration with participant support team, address needs pertaining to participant transition as necessary.
- When deemed appropriate by the support team, be responsible for the planning and implementation of transition of participants to other programs within or outside of Turning Leaf.
- Implement recreation/leisure programs and oversee the non-crisis management activities for participants as required.
- Supervise and schedule (as needed) community support workers with assigned participants.
- Assist the Community Support Workers with problem solving around providing direct service to their participants.

#### Reporting:

- Adhere to the reporting expectations of the funding body for each individual within the case load.
- Submit formal standardized written incident reports to Director of Supported Independent Living following an incident with the participant.
- Report at-risk participant activities verbally (including via telephone) and in writing to the Senior Community 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 after-hours 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.

## BENEFITS

- Health Benefits immediately
- GRRSP Program (optional)
- Three weeks vacation
- Paid Wellness Time
- Bereavement and Compassionate Care Time
- Mileage Reimbursement (when applicable)
- Employee Family Assistance Program (EFAP)

## HOW TO APPLY

Applicants can express their interest by submitting a cover letter that clearly demonstrates why they are the ideal candidate (cover letters must cite specific examples congruent with the posting requirements) along with their resume to [careersmb@tsservices.ca](mailto:careersmb@tsservices.ca) We thank all applicants, but only those being considered for an interview will be contacted. If you require any accommodations during the recruitment process, please let us know.

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*Turning Leaf Services is an equal opportunity employer that pledges to uphold a workplace culture of inclusion, diversity, compassion, and respect. Turning Leaf offers competitive salaries and excellent benefits and is committed to cultivating an environment where work-life balance is valued.*