



## 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 2025. 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.

## CLINICAL CASE MANAGER JOB SUMMARY

Reporting directly to Senior Clinical Case Management, the Clinical Case Manager is responsible for the operation and provision of the services provided for both day program and community support. They are responsible for operations of all services provided to all Turning Leaf participants within their assigned caseload, including program administration, participant scheduling and supervision, and staff scheduling and supervision.

The Clinical Case Manager is responsible for overseeing the treatment/support service, management, and operation of the day program facilities, and ensuring that program objectives and individual support plans/contracts are delivered and developed and maintained according to organizational standards. The Clinical Case Manager is responsible for the ongoing monitoring, development, and reporting of participant related training and support programs, and act as liaison to both inter-agency programs and external collaterals (e.g., Department of Families, Manitoba Probation Services, etc.).

## **ESSENTIAL REQUIREMENTS**

- Up to date resume and cover letter
- Clear Criminal Record Check with Vulnerable Sector Check, Adult Abuse and Child Registry Check (no older than three months)
- Valid C.P.R and First Aid Certification
- Minimum of three years' related work experience
- Minimum of two years' experience in a supervisory role
- Valid driver's license with access to a reliable vehicle
- Completion of High School or GED
- Post-secondary education in Human Services is considered an asset.
- Three employment references.

## **QUALITIES AND QUALIFICATIONS**

Turning Leaf's 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.

Additional required attributes include:

- Ability to write clear concise reports
- Ability to handle multiple projects and priorities in a professional and timely manner
- Organizational and planning skills with related decision-making abilities
- Excellent communication and conflict resolution skills
- Strong interpersonal skills and an ability to work effectively as part of the team
- Provide a fair and consistent, non-judgmental work ethic
- Experience in nutrition, menu planning and meal preparation
- Demonstrates fiscal responsibility and accountability
- Ability to travel as needed for training and development purposes
- Effective in appreciating the cultural diversity of the participants and able to preserve the dignity and respect of each participant
- Overall, you are able to maintain a courteous, diplomatic, and professional manner at all times

## **SUMMARY OF JOB DUTIES AND RESPONSIBILITIES**

### Operations

- Participate in the interview/selection of support team members
- 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.
- Assist with staff scheduling, as required.
- In collaboration with support team, address needs pertaining to participant transition as necessary.
- Oversees building maintenance / upkeep as well as company van maintenance/upkeep.
- Oversees petty cash usage and associating monthly reporting

### Leadership

- To serve as a role model to the support team, and supported individuals
- Direct oversight of Direct Support Professionals and Team Leads. Ensuring they are completing their roles and responsibilities as assigned, providing guidance and on the job development, approving time off requests, timesheets, etc. as required.
- Provide training to the Support Team on the implementation of Turning Leaf's person-centered support and individualized support plans
- Utilize skills and experience to communicate effectively, additional to review, expand upon and implement policy and procedures to be utilized by the support team
- Facilitate support/treatment planning within the systems team
- Employ a person-centered approach, work with direct support workers to engage with their participants as per the support/behavior plan, and engaging them in programming activities

### 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 day program, community supports, and supports delivered for all support contracts
- In conjunction with the support team, engage participant in a process of goal setting, planning and acquisition
- Work with the support team in development planning and implementation of recreational, vocational, and life skills programming designed to address participant needs, as well as other participant related programs which become necessary and are advised by the Senior Clinical Case Manager.
- Maintain an awareness (and record) of the participants' known diagnosis and symptomatic behavior; Develop support plans to reflect the participant's mental health experience
- Consult regularly with clinical team, including occupational therapist, to guide support and behavior plans for each participant on caseload
- Maintain updated support and behavior plans for each individual on caseload
- Oversee and maintain an awareness of cumulative health care of the participant (including general practitioner, dentist, ear and eye specialists, speech and language pathologist, bloodwork, and psychiatrist appointments)
- Maintain a list of accurate medications per participant along with any necessary PRN protocols

### Reporting

- Adhere to the reporting expectations of the funding body for each individual within the case load.

- Submit formal standardized written incident reports to the funding agent for each individual within the case load
- Report at-risk activities verbally (including via telephone) and in writing to the Senior Clinical Case Manager/Director
- The Regional Clinical Case Manager is responsible for attending monthly or as required program review meetings with Senior Clinical Case Manager/Director, ensuring the Senior Clinical Case Manager is informed of situations and occasions arising that affect the Agency as a whole, as well as addressing policy, procedure, planning, staffing, and participant related issues.
- To attend all psychiatric medication review appointments, supervision meetings, planning meetings, and all other necessary appointments
- Be available to respond to crisis/emergencies as required
- Maintain up-to-date participant files (static and dynamic information)
- Maintain semi-annual reports on participants
- Acquire monthly reports and staff logs
- Other duties as assigned

## **BENEFITS**

- Salary paid
- Corporate cell phone
- Health Benefits immediately
- GRRSP Program (optional)
- 15 days 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 résumé to [careersmb@tsservices.ca](mailto:careersmb@tsservices.ca) We thank all applicants, but only those being considered for an interview will be contacted.

*Turning Leaf welcomes applications from people with disabilities. Applicants with disabilities may request reasonable accommodation relating to the materials used and/or activities throughout the application and selection process.*

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*Turning Leaf Support Services is committed to fostering and upholding an inclusive workplace that reflects the diversity of the communities we serve, including Indigenous Peoples. We believe in creating opportunities for everyone to thrive by embracing diverse perspectives, experiences, and identities. We encourage candidates from Indigenous communities, minoritized groups, underrepresented groups, and all walks of life to bring their unique talents to our team*