



Resource Assistance for Youth, Inc.

**Role: Mental Health and Addictions Case Manager**

**Department:** Mental Health and Addictions

**Reporting to:** the Director of Mental health and Addictions

**Hours:** Full-time, 37.5 hours weekly

**Schedule:** Standard hours Monday – Friday, 9:00 am – 5:00 pm, some evenings and weekends may be required

**Hourly wage:** Starting at **\$23.50 per hour**, dependent on qualifications and experience

**About RaY**

**Mission:** To provide youth with what they need, on their terms, to better their lives.

**Vision:** RaY’s vision is that all youth have the opportunity to live a healthy and secure life; that they are given the chance to develop a belief in themselves through tools, information and programs that build personal capacity in order to be self-sufficient and no longer need RaY’s services.

**About the Role**

The Mental Health and Addictions program exists to support youth in their journey to stabilize emotionally and mentally. Staff will work from a non-judgmental, harm-reduction lens to meet youth where they are at and help them reach their mental health and addictions goals. The Mental Health and Addictions program will be embedded throughout all departments at RaY, ensuring that any participant engaging with RaY services has access to appropriate mental health and addictions supports and system navigation. This model is critical for the development of positive relationships with participants and staff, creating an environment of understanding mental health and addictions in a non-stigmatizing way. Staff will also be required to manage critical cases by facilitating connections to more intensive programs and services, including in the primary health care system.

The goal of staff is to assist participants to progress towards a life of greater safety and stability, where they are able to manage their own lives. Staff engage and advocate on behalf of participants age 0-29 in building their capacity to access services and supports they need. The provision of direct service delivery is critical in establishing rapport and trusting relationships with the participants. This position is directly focused on developing relationships, advocacy, crisis intervention, addictions support, mental health and addictions education, facilitation, system navigation and departmental administration. RaY is a fast-paced environment which depends on reliable, open-minded, flexible and team-oriented individuals to provide youth with what they need, on their terms, to better their lives.

### **Education and Experience:**

- Post-secondary education in community development, human services or social services (BA/BSW/B.Ed or equivalent preferred)
- Minimum of 3 years of management experience in the social services
- Mental Health First Aid Basics or Adults who Interact with Youth knowledge
- Knowledge of using a Trauma Informed Lens
- Preferred certification: Level C-CPR, NVCI, ASIST, Stages of Change/Motivational Interviewing
- Minimum of 3-5 years of experience working in a similar role
- Valid driver's license
- Criminal Record Check, Child Abuse Check and Driver's Abstract
- Proficiency in MS Office, Google Products and general comfort with technology

### **Skills and Abilities**

#### **Required Assets:**

- Strong communication and documentation skills
- Strong advocacy skills
- Creative problem solving
- Experience with risk management
- Strong working knowledge of harm reduction principles
- Responsible, organized, and detail oriented
- Excellent interpersonal, communication and written skills
- Cultural competency skills, knowledge, experience, and awareness
- Capacity to build and maintain strong relationship with partner agencies, service providers and landlords

- Ability to function independently while also working as part of a frontline team
- Ability to multitask and prioritize in a fast-paced environment with minimal supervision
- Must have a familiarity of resources that are available to youth in Winnipeg
- Must possess knowledge of street life in the inner city including gang activity, substance use, and sexual exploitation.

### **Key Responsibilities**

The responsibilities of the Mental Health and Addictions Case Manager include, but are not limited to the following:

#### **Case Management and Coordination**

- Build trusting relationships with homeless and impoverished youth and young adults who access services and resources through RaY
- Conduct intakes, assessments, case reviews and case treatment plans
- Determine how youth fit into RaY's intensity of needs scale and review on an ongoing basis to accommodate for changes in youth behavior or living situations
- Maintain a caseload of up to 30 participants to case manage on an ongoing basis; this should include no more than 10-15 participants with medium to high intensity of needs at any given time
- Ensure follow up is completed for all of the participants on your caseload
- Connect youth to necessary and relevant resources, accessed through referral and direct provision
- Impart information and direction that will empower youth and young adults to make informed and healthy decisions in the hopes of improving their quality of life
- Work in cooperation with RaY's integrated service team and determine effective collaborative strategies that formulate best youth care practices
- Refer youth to culturally-relevant services as provided through the Cultural Program Manager, Knowledge Keeper and/or external Indigenous service providers
- Maintain case management follow-ups by conducting case planning and assessment meetings with the Mental Health and Addictions team
- Act as a resource to staff in other departments for difficult youth case situations
- Assist Nurse Practitioner with setting up and coordinating appointments
- Work with the Nurse Practitioner to ensure proper follow up for all shared participants

## **Communication and Administrative Support**

- Ensure that all assessments, follow-ups and reports are completed in a timely manner
- Ensure all relevant information is relayed to the rest of the mental health team and any other involved parties using established communication pathways (email, WhatsApp, etc.)
- Enter all service activities into the Protegra database and update the participant tracking sheet on a daily basis
- Maintain quality up-to date documentation on all interactions with participants
- Ensure that all data collected is entered and reported in a timely manner (monthly)
- Assist the Mental Health and Addictions team with day to day case reviews and contribute to the lens of reducing harm in establishing preventative measures
- Support the strategic direction of the departments vision and goals through active engagement, leadership and aid the on-going initiatives that support an end to youth homelessness
- Participate in off site resource fairs in collaboration with community resources
- Attend agency and program related meetings as required

## **Youth Care**

- To have a keen awareness of internal and external resources, such as government systems and mechanisms experienced for participants and an ability to establish interim resources where gaps exist.
- The ability to build trusting relationships with participants in a non-judgmental and non- threatening basis, in alignment with RaY values and principles.
- To impart information and direction that will empower participants to make informed decisions in the hopes of improving their quality of life.
- To advocate on behalf of participants on a case by case basis with various “Systems” i.e. Child and Family Services, Employment and Income Assistance, Legal Aid, Health, Addictions, Justice etc.
- To effectively engage in conflict resolution, systems navigation and problem solving.
- Responsible for leading overall youth care environment in the agency.
- Provide opportunities for youth to participate in cultural activities and ceremonies with the guidance of agency supports and external resources
- Perform other tasks as assigned.

## **Physical Demands and Work Environment:**

**Physical demands:** sitting, walking, some lifting up to 20 lbs

**Work environment:** an environment of high-stress and fast-paced crisis intervention. Will be largely in the office but may require home visits and transportation of participants within city limits.

RaY is committed to representing diversity among our staff and volunteers. Indigenous peoples, visible minorities, persons with disabilities, persons of minority sexual orientations and gender identities are encouraged to apply and self-identify.

**Please email your resume and cover letter detailing the position title in the subject line and email your attachments to [employment@rayinc.ca](mailto:employment@rayinc.ca) with attention to Human Resources at RaY. No phone calls please. Check out our website at [www.rayinc.ca](http://www.rayinc.ca)!**