



HARMONY HOUSE – Ts'oodun Be 'Unt'oh Yoh

Employment Opportunity: CASE MANAGEMENT TEAM LEADER

HARMONY HOUSE located in Prince George, British Columbia, provides safe supportive housing for women who are struggling with mental health and/or problematic substance use, are pregnant or new mothers in danger of losing their child to the care of Ministry of Children and Families Development (MCFD).

Harmony House is a subsidiary of Phoenix Transition Society, a not-for-profit organization. Harmony House is growing to better serve the increasing needs of its community. With this growth, we are looking for a **Case Management Team Leader** with strong leadership skills, in addition to advocacy skills rooted in reconciliation and family progression. This position reports to the Director of Operations of Harmony House, and the Executive Director of Phoenix Transition Society.

CASE MANAGEMENT TEAM LEADER

The Case Management Team Leader acts in the capacity as a manager within Harmony House, providing leadership to the front-line team and is responsible for the general management of the team's activities, procedures, and duties. This role works closely with the Harmony House team, physicians, support workers, and community partners, and provides guidance to residents and staff through case management. This role provides advocacy, one to one support for intake and discharge planning for residents accessing or exiting the Harmony House program. The Team Leader also contributes to the Harmony House management team including undertaking on-call duty to ensure 24 hours management coverage.

Key Role Responsibilities:

- Conducts intake interviews, prepares case histories, assesses problems, and outlines services.
- Assesses the needs of residents and assists them to define an individualized healing plan, in collaboration with their social worker.
- Provides effective leadership and supervision to front-line staff, including goal setting, feedback, and completing annual performance reviews.
- Ensures front-line staff provide ongoing support to residents, consistent with their individual needs, goals, and case plans.
- Ensures all front-line staff complete all necessary reports and required documentation.
- Performs administrative functions as necessary, including record keeping, reporting statistics, monthly board reports, and other pertinent data.
- Supervises the case management of support workers, and collaborates with the in-house social worker, outreach worker, nurse, and other advocates.
- Provides mentoring, guidance, and support to staff, students and volunteers, including participating in front-line duties, as needed.
- Promotes and maintains good channels of communication amongst staff and between residents and staff, and creates a safe and support work culture.
- Liaises with, and participates in meetings with, families and other agencies, as needed.
- Ensures residents' files are regularly updated, required reports are prepared, and paper and electronic files, documents, and records are maintained.
- Provides information to residents and staff on resources available in the community and supports various referrals and applications.
- Manages the daily staff roster and plan for adequate staff coverage during sick leave, annual leave, or other approved leaves.
- Coordinates and leads Harmony House staff meetings in the absence of the Director of Operations or Executive Director, ensuring minutes are taken.
- Provides on call coverage, as needed.



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Qualifications include:

- Master of Social Work, or Bachelor of Social Work, or Registered Nurse (RN), or Registered Psychiatric Nurse (RPN).
- Minimum 5 years' experience in case management and managing projects.
- Minimum 3 years' experience leading, coaching, and supervising diverse teams.
- Solid understanding of mental health and wellness, addictions and substance misuse, perinatal substance misuse, harm reduction approaches, and Opioid Antagonist Therapy (OAT).
- Knowledge of Fetal Alcohol Spectrum Disorder (FASD).
- Understanding of the effects of intergenerational trauma.
- Knowledge of pregnancy, perinatal care, and normal child growth and development.
- Knowledge of best practices for working with and supporting pregnant and/or newly parenting women who use or have a history of using substances.
- Knowledge and understanding of indigenous cultures, traditions, and protocols.
- Ability to apply Indigenous-inspired consensus building team approach.
- Understanding of legislation relating to the rights of Indigenous peoples, e.g. An Act respecting First Nations, Inuit and Metis Children, Youth and Families, MCFD policy 1.1: Working with Indigenous Children, Youth, Families and Communities, Aboriginal Policy and Practice Framework in British Columbia, and the United Nations Declaration on the Rights of Indigenous Peoples.
- Ability to respond, manage, and function effectively in high crisis/trauma situations.
- Strategic leader with critical and innovative thinking.
- Excellent interpersonal and communication skills, and fluency in English – written, verbal, presentation.
- Self-starter with strong organizational skills and the ability to prioritize tasks and meet deadlines.
- Excellent problem-solving skills.
- Ability to maintain confidentiality and exercise discretion when handling sensitive situations and information.
- Proficiency in Microsoft Office Suite (Outlook, Word, Excel, Powerpoint) and Google Suite (Docs, Sheets, Slides).
- Ability to complete a Criminal Records review and have a clean criminal record.
- Ability to implement an individual self-care plan.

This is a full-time position – 9am to 5pm, Monday to Friday. Wage is \$40.00 - \$50.00 per hour, depending on qualifications. Harmony House offers a comprehensive and competitive compensation and benefits package.

Qualified applicants can send their **resume and cover letter to: emtrichard@gmail.com with Case Management Team Leader, in the subject line of the email. Closing date for all applications is 12midnight Pacific Time on Friday, May 10, 2024.**

Thank you in advance for your interest. We regret that we can only respond to candidates chosen for an interview.