



INTERNAL/EXTERNAL JOB POSTING

- Position:** CDRC Case Manager (Women's Services)
- Program(s):** Crossroads Day Reporting Centre (CDRC)
- Function:** The role is to provide day to day counselling support to clients. To provide crisis intervention for clients. Work directly with Correctional Services Canada. To complete funder reports as required.
- Schedule:** Full-Time, Permanent. Weekend availability required. Hours/days will vary depending on need.
- Start Date:** As soon as possible.
- Salary:** Starting \$37,362 (Salary Grade 3 on JHST Grid)
- Reports to:** Director of Residential Services (or his/her designate)
- Responsibilities:**
1. Maintain a counselling caseload as a primary counsellor in order to facilitate, with each client, a complete risk/needs assessment.
 2. Within 10 working days of client's intake complete a LSI-R assessment; complete updated LSI-R assessments in regular 3-month intervals.
 3. Meet with clients at a frequency to be determined based on assessment of needs and consultation with the supervising parole officer, and accurately record all meetings, goals, progress and activities of each client.
 4. Ensure case files are maintained in compliance with agency and contract standards.
 5. Demonstrate knowledge and practice of micro skills counselling and motivational counselling techniques when liaising with peers and clients.
 6. Accurately record all behaviours and activities, both reported and observed, of all clients.
 7. Be knowledgeable of community services that relate to the delivery of service in the setting.
 8. During his/her shift, will monitor and maintain all established Program procedures and policies.
 9. Complete and share with client, staff and CSC, any applicable reports on each of the clients on his/her caseload in a timely fashion.
 10. Liaise on an on-going basis with CSC, including discussions regarding overall progress of each of the clients.
 11. If and when appropriate, establish rapport with the family, referral worker, outside resources and any other party who has legal involvement with the client.

12. Provide or take appropriate action to provide the client with special programs to meet their needs.
 13. Under the direction of their supervisor, organize, implement and/or deliver group or individual programs that are aimed at addressing identified needs of individuals or groups.
 14. Utilizing cognitive-behavioural techniques, assist the client in addressing the identified needs, such as problem-solving skills, assertiveness training, communication skills, values clarification, anger management and leisure skills.
 15. Assume on-call responsibilities as appropriate.
 16. Actively participate in developing and implementing systems (i.e., forms, questionnaires, etc.) that will facilitate the case management process.
 17. Remain awake, alert and attentive to client needs at all times when on shift.
 18. Demonstrated desire to advance knowledge and skills level.
 19. Openness and ability to establish rapport.
 20. Ability to interact on an individual and group basis; good interpersonal skills.
 21. Effective crisis intervention skills.
 22. Ability to effectively assess client behaviours and intervene using a cognitive-behavioural model.
 23. Ability to analyze clients' behaviours in order to assess needs and risk.
 24. Ability to function effectively as both a leader and a member of a team.
 25. Ability to act independently, as circumstances warrant.
 26. Sensitive to cultural and individual values.
 27. Ability to set limits.
 28. Ability to use and describe various approaches to deal with issues and/or clients.
 29. Effective written and verbal communication skills.
 30. Ability to interpret policies and procedures and act within their intent.
 31. Working knowledge of community resources.
32. Perform other duties or assignments as directed by the Dir. of Res. Services

Qualifications:

1. Community College Diploma or University Degree and/or combination of education and experience
2. Previous counselling experience with individuals involved in the justice system
3. Minimum of 2 years related employment experience in criminal justice system
4. Demonstrated equivalency of experience and training will be considered.
5. Knowledge of community resources
6. Intermediate-Advanced word processing skills are required.
7. Reliability check through Public Works

The John Howard Society is an equal opportunity employer and a United Way member agency. Should any accommodation be required, please let a Director know prior to an interview.

Please submit all cover letters and resumes (combined into one document) in confidence by email to Scott Leone, Director of Residential Services, at crf@jhst.ca by 11:59pm on March 17, 2019. Be sure to indicate the position that you are applying for in your cover letter.

Only those selected for an interview will be contacted. Thank you.