



Case Manager

The Cridge Centre for the Family Brain Injury Program

OVERVIEW:

We are seeking a dedicated and compassionate Case Manager to join the Brain Injury Program team. The Case Manager's role enables our clients to know that there is at least one person, in addition to the Manager of The Cridge Brain Injury Program and the Community Program Coordinator (CPC) that he or she can turn to for support who has an understanding of their needs, wishes, and rights.

Under direct guidance from the Community Program Coordinator (CPC) the Case Manager (CM) provides "hands on" support and direction to the Cridge Support Worker (CSW) and clients. This includes involvement and guidance of rehabilitation programs providing direction to CSWs and liaising with clients, their family and/or support networks, and involved professionals.

JOB DUTIES:

- **Advocates for each clients'** individual needs through guiding goals, plans (IPPs), and behaviour programs.
- Makes recommendations for IPPs/PSPs, and with the approval from the Service Provider revises the IPP/PSPs based on the observations of the CM/CSWs, and progress of the client. Writes progress reports and assists with discharge reports as required by the funding source for all clients.
- Participate in regular team meetings to discuss case planning and implementation of IPP/PSP.
- Provides "hands on" direction to support workers. Provides feedback to the CPC with respect to staff performance, team meetings, scheduling, and staff attendance.
- Provides administration support/direction/debriefing with CSWs as needed.
- Educates the families and support networks as necessary on client's needs and program.
- Completes and maintains related records and documentation such as IPPs, PSPs, Interim Reports, and files same with the client, Cridge Brain Injury Program Manager, CPC, and funder (VIHA BIP, ICBC, WCB, CLBC, Private).
- Meets/communicates regularly with CSWs in person or via email/phone for program planning and direction on implementation strategies of the IPP and/or behavioural plan.

- Performs other related duties as assigned.

QUALIFICATIONS:

- Previous experience in case management or related healthcare field (preferred): work or volunteer experience serving individuals impacted by brain injury, intimate partner violence, addictions, mental health, and/or other varying barriers; understanding of trauma-informed practice.
- Community Support Worker Certification or certification in relevant courses in the healthcare field or an acceptable combination of education, training and experience; **current first aid/ CPR certificate; consent to a Criminal Record Check**; vehicle is required.
- **Excellent communication and interpersonal skills**
- Strong **organizational and time management** abilities
- Ability to work independently as well as part of a multidisciplinary team

This is a contracted position. Contract lengths will be discussed during the interview.

If you are passionate about providing high-quality care and support, we encourage you to apply for this rewarding position. Join our team and make a difference in the lives of those we serve.

Job Type: Part-time, Hybrid Remote

Salary: \$28.50-\$33.50 per hour

Expected Hours: 20-30 per week, Monday-Friday

Benefits:

- Casual dress
- Flexible schedule
- Work from home

Ability to Commute or Relocate: Victoria, BC, V8V 3M8 prior to position start date required.