



**ORCALELUM**  
A PLACE FOR HEALING

Job Description – Orca Lelum	
<b>Job Title</b>	Case Manager
<b>Wage Rate Range</b>	Min: \$44.32 Max: 58.09
<b>Location</b>	Lantzville, BC
<b>Reporting to</b>	Clinical Manager
<b>Weekly Schedule</b>	4-5 days/week
<b>Hours</b>	20 to 40
<b>Employment Type</b>	Full Time or Part Time (flexible)

### About the Company:

Located in the beautiful territory of Snaw-naw-as First Nation, Orca Lelum is committed to fostering a safe and nurturing environment rooted in Indigenous ways of being. Dedicated to the well-being of youth, we empower individuals aged 12 to 18 to reclaim their strength, resilience, and cultural identity. Guided by the principle of *nuts'a'maat shqwaluwun – people working together with one heart, one mind and one spirit*, our holistic programs prioritize substance use recovery, wellness and trauma healing. We offer medically supervised withdrawal management and a 10-week residential program, aiming to re-ignite a lifelong sense of purpose and connection.

### What's in it for you?

Join us at Orca Lelum, where you not only contribute to a thriving organization but also become part of a community-driven by cultural values and a shared commitment to making a positive impact. Come experience the fulfillment of working in a First Nations-led environment that values your well-being and growth. Additionally, you get:

- A flexible work schedule;
- An excellent benefits and pension program for eligible employees;
- Paid vacation days and wellness days for eligible employees;
- Comprehensive training and professional development provided.

### Job Summary:

The clinical case manager is a nursing role that plays a crucial role in enhancing the quality of client management. The case manager works with the wellness and programming team to co-create care plans, ensuring the care plans are implemented, and working with other medical, wellness, and cultural leads to provide appropriate care for the needs of each individual. Case manager duties include assessing, planning, implementing, monitoring and evaluating actions required to meet the client's health and services needed.



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## Job Duties and Responsibilities:

1. Serves as a point of contact for participants, their families, and the wider interdisciplinary team to promote collaboration in connection to medical, psychiatric, and psychosocial services to ensure comprehensive care and continuity throughout the supportive recovery process.
2. Advocates for participants' needs and rights, ensuring they receive appropriate services and support. Works with the continuing care worker to address barriers to care and to facilitate access to resources such as healthcare services, housing, transportation, and community support programs.
3. Conducts initial intake and admission assessments of patients to determine their medical and psychosocial needs. Builds a case file for each client in the Thunderbird system. Maintains clients' records by reviewing case notes; logging events and progress.
4. Develops individualized treatment plans in collaboration with the wider team and healthcare professionals, considering factors such as substance use history, physical health, mental health, and social support systems.
5. Provides clients' care by assessing treatment needs; developing, monitoring, and evaluating treatment plans and progress. Ensures patients receive appropriate medication management during their supportive recovery process, including administering medications as prescribed, monitoring for adverse effects, and promoting adherence to treatment protocols.
6. Admits new clients by reviewing records and applications; conducting orientations.
7. Provide crisis intervention and de-escalation support as needed, responding to emergencies and ensuring patients' safety and well-being.
8. Manages cases and formulates treatment plans and goals in conjunction with appropriate facility staff, including the clinical, wellness and program manager and other medical from the medical team. Uses crisis intervention and outreach as required.
9. Establishes treatment programs by setting schedules and routines; coordinating services being provided; arranging resources, including transportation and escort.
10. Monitors cases by verifying clients' attendance; observing and evaluating treatments and responses; advocating for needed services and entitlements; obtaining additional resources; intervening in crises; providing personal support.
11. Communicates clients' progress by conducting weekly interdisciplinary meetings and evaluations; disseminating results and obstacles to therapeutic team and family; identifying treatment influences.
12. Prepares clients' discharge by initiating and/or participating in discharge plans; coordinating discharge and post-discharge requirements; orienting and training family members; providing resources.



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13. Improves staff competence by providing educational resources; balancing work requirements with learning opportunities; evaluating the application of learning to changes in treatment results.
14. Improves support capacity through a variety of strategies, which could include evaluating and re-designing processes; implementing changes; rewriting policies and procedures; applying for funding opportunities to expand resource capacity; seeking external partnerships to promote continuity of care, etc.
15. Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
16. Other duties as assigned, within scope.

This comprehensive role highlights the diverse responsibilities of a case manager in a medical setting, emphasizing their role in providing complex care, advocating for patients' needs, and promoting recovery and wellness.

### Qualifications & Requirements:

- Completion of a university, college or other approved registered nursing/ psychiatric nursing program is required.
- Valid First Aid Certificate - Emergency First Aid – Community Care
- Training and experience in case management and addictions is preferred.
- Valid Class 5 BC Driver's License.
- Must consent to a criminal record check.
- Good awareness of Coast Salish history, stories and teachings is an asset.
- Ability to speak Hul'q'umi'num' is an asset

### Skills & Attributes:

- Ability to work independently as well as in a team
- Ability to handle crisis and crisis intervention
- Ability to work under stress/pressure
- Sound judgment and problem-solving skills
- Strong interpersonal and communication skills – written and oral
- Ability to effectively use standard computer applications

### How to Apply?

Interested candidates, please send a copy of your cover letter and resume to [careers@orcalelum.ca](mailto:careers@orcalelum.ca)



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We look forward to reviewing your applications and discovering the unique skills and experiences you can bring to our team. Join us in making a positive impact at Orca Lelum!

**\*Note:**

- *This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.*
- *The hours of work, including days off, may be subject to change consistent with the operational requirements.*
- *Qualified First Nations candidates will be given preference in accordance with the BC Human Rights Code section 42*