

**Thrive Case Manager**  
**Belleville and Quinte West Community Health Centre (BQWCHC)**  
**Full Time - Temporary (6 months) with possible extension**  
**\$52,980.20 - \$64,428.00, based on 35 Hours/Week**

### Job Summary

Belleville & Quinte West Community Health Centre (BQWCHC) offers community-focused health promotion, illness prevention, and primary health care services. The Centre supports diverse populations at all ages and stages of the life cycle with an emphasis on those who are high risk and/or are experiencing barriers to accessing services.

The Thrive Case Manager provides supportive counselling, time-limited case management and advocacy for/with pregnant and/or mothering women and their children (ages 0-6), who report past or present substance use. The Thrive Case Manager also participates in the development and implementation of education, health promotion and skills-based learning and uses a solution-focused, strengths-based and harm reduction approach to support clients. Independently, and in collaboration with community providers, the Thrive Case Manager helps to address clients' health needs including substance use issues, psycho-social and practical needs.

The position provides, identifies, and links support services to these women individually and within the context of their family units. Thrive Case Manager may walk alongside clients in interactions with clinical care teams including obstetricians, maternal child hospital units and care teams involved in harm reduction for substance use disorder; justice system including police, lawyers and courts; child welfare agencies including Children's Aid; daycares and other services and programs. The Thrive Case Manager also participates and collaborates in service capacity-building for the target population across Hastings and Prince Edward Counties.

### Key Areas of Responsibility

- Triage referrals and conduct client assessments and program intakes.
- Provide supportive counseling, individual practical support and advocacy, and time-limited case management in the areas of parenting, pregnancy, child development, family health and personal management of health issues such as addiction.
- Assess the psychosocial needs of clients and lead in the development of individual care plans and the coordination of services.
- Counsel and support clients in high-risk situations, including development of Safety Plan to mitigate crisis situations.
- Help clients find, access and apply for community services/resources; advocating on behalf of clients as needed.
- Connect with clients by telephone, in-office and in the community and through home visits as needed to provide support for clients.
- Participate in the development, promotion, facilitation and evaluation of educational and health promotion programs and services for women who use substances and are pregnant/parenting and their children.
- Develop and conduct and participate in public education sessions to promote awareness and improve social understanding of substance issues among pregnant and parenting women.
- Participate in Community of Practice with other similar programs in the region.
- Participate in team building and team debriefing, utilizing trauma-informed practices both with clients and team.

### Qualifications

- Undergraduate degree in relevant field or appropriate combination of education and experience
- Client advocacy and navigational skills in a community setting are considered an asset.
- Experience working with individuals that face barriers to care – including those with substance use, mental health issues, complex social situations, and marginalization.
- The ability to maintain healthy and clear professional boundaries and to manage risks and responsibilities of providing services in an outreach setting.
- Knowledge of the social determinants of health and their direct/indirect impacts on accessibility and improved health and wellbeing
- Knowledge of the child welfare system; local health, social service and justice systems an asset
- Strong critical thinker/problem solver and client advocate; experience working independently; good time management skills.
- Strong interpersonal communication, including conflict resolution.
- Basic computer proficiency in MS Office required, proficiency with electronic medical record, an asset.
- A valid driver's license, reliable vehicle and willingness to travel within the Quinte area are required.
- Current and satisfactory Criminal Records Check with Vulnerable Sector Screening
- Flexibility working some evening hours, in response to client needs.

### Apply

To apply for this opportunity please forward your resume and cover letter electronically to [hr@bqwchc.com](mailto:hr@bqwchc.com); within the subject line of your email, please indicate the position title for which you are applying.

**Applications must be received by Friday January 10<sup>th</sup>, 2025, at 4pm.**

BQWCHC is an equal opportunity employer. If you require accommodation to participate in the hiring process, please call 613-965-0698 x 163 or email [hr@bqwchc.com](mailto:hr@bqwchc.com).

We thank all applicants, however, only those selected for an interview will be contacted.