



Health Case Manager - **DESIGNATED*** Internal & External

Position:	MOSH Health Case Manager - DESIGNATED (<i>Unionized position under NSGEU Local 102</i>)
Reports to:	Manager, MOSH
Location:	2131 Gottingen Street
Hourly Pay Scale:	\$23.96 – \$27.70, dependent on skills and experience
Work term:	1.0 FTE, permanent position
Hours:	37.5 hrs./week
Deadline:	June 18, 2024,

*The North End Community Health Centre is committed to being an inclusive organization. To ensure our organization represents the diverse people and communities we serve, this position is designated for individuals who identify as *African Nova Scotian and/or people of African Descent*.

About NECHC

The North End Community Health Centre (NECHC) was established in 1971 in response to an absence of primary health care and other health services in Halifax's North End. Located on Gottingen Street, we are in the heart of a unique and culturally diverse community. Today, governed by the North End Community Health Association, the NECHC is viewed by area residents as a "beacon of hope" in the community. Much more than a Primary Care Clinic, the NECHC has expanded in response to unmet needs of community members and is highly valued by its patients and clients and their families. NECHC provides services to those living on the margins of society, through MOSH, Housing First and a wide range of community outreach initiatives.

Vision

Strong community - healthy people.

Mission

We support health and well-being in our community through quality primary health care, education and advocacy in an environment in which people are treated with respect and dignity and there is equitable access to services and programs.

Values

Respect. Community. Compassion. Excellence. Innovation



Diversity, Equity and Inclusion Commitment

The North End Community Health Centre is committed to being an inclusive organization. We are working to ensure our organization represents the diverse people and communities we serve. Our position postings encourage members from the following communities to apply:

- 2SLGBTQIA++
- African Nova Scotian and/or people of African Descent
- Indigenous
- People with disabilities
- Language minorities
- People of Color and/or racially visible minorities
- Immigrant and refugee
- Connected to the North End of Halifax

In order to self-declare inclusion in equity groups please complete the self-declaration form available on our website at nechc.com/jobs and submit it with your resume and cover letter. Your declaration of membership in any of these equity groups will remain confidential.

Position Summary:

The Health Case Manager will support clients of one or more programs of the NECHC (The NECHC primary care clinic, MOSH, the Bridge).

The Health Case Manager is expected to deliver relationship-based care to the community, being attentive to clients' needs and changing trends to:

- Increase access to effective and equitable primary health care to community members across the life span.
- Improve health status of equity deserving populations.
- Create a collaborative environment in which information, knowledge, and resources are shared among community service, health care, academic, and government organizations.

The position provides support primarily Monday to Friday from 9 to 5, although some flexibility may be required.

This role does not provide direct health care but supports the client and the health care providers to ensure treatment plans are reflective of the person being cared for. This is done within a harm reduction and social determinants of health framework.



Core responsibilities include:

- Identifying and triaging clients in need of health case management in collaboration with internal and external agents and through direct client engagement in person, phone or otherwise.
- Providing basic crisis intervention and supportive listening; requesting support as needed.
- Assessing and addressing barriers to assist clients in accessing and benefiting from health care services including facilitating/providing transportation, navigating complex systems, attending to social determinants of health, optimizing client comfort, pre- and post-communicating and advocacy regarding client needs, preferences and plans within circle of care and beyond, with client consent.
- Assisting clients in navigating/locating NECHC and community resources and support, in collaboration with team members.
- Identifying common client issues and assisting with strategies to address these through advocacy, program change, or otherwise.
- Maintaining case notes and expense records; partaking in data collection and quality improvement activities.
- Mentoring learners and volunteers in delegated health case management duties
- Sourcing, maintaining, and distributing supplies (food, bus tickets, phones, harm reduction supplies, etc.) including those received through donation.
- Providing health case management support on outreach with health providers, as scheduled/required.
- Other duties as required.

As one of the front-line points of contact for accessing NECHC services, this is a vital role for establishing and maintaining relationships that facilitate health; it is essential that this person approach the work from a lens of anti-oppressive, trauma-informed care and be courteous, respectful, and responsive in their duties.

Education and Experience:

- Completion of Grade 12.
- Completion of degree in health, social services, or relevant field.
- Minimum of 1-year successful track record in a demanding client-facing role encountering populations facing barriers to accessing health care (African Nova Scotian, Indigenous, 2SLGBTQIA++, new-comers, etc.)
- Experience in a health care setting, system navigation and/or non-profit/community setting preferred.
- An equivalent combination of education and work experience may be considered.
- **Driver's license with 2 years clean driving abstract and Access to own reliable vehicle required.**



Professional Knowledge, Skills, and Abilities

- Able to multitask in a fast-paced environment, above average time management, flexibility, and self-reliance.
- Ability to work independently and collaboratively with a team, superior communication skills.
- Ability to diffuse potentially disruptive situations, skilled at verbal de-escalation.

- Ease with working in a computerized environment.
- Dependable, reliable, trustworthy, punctual, professional.
- Knowledgeably committed to diversity, equity, inclusion, social justice, harm reduction, anti-oppression and trauma-informed care.
- Solution focused, strengths-based, creative, resilient with positive attitude.
- Experience working with diverse groups.

Judgement and Initiative:

- Able to work with minimal supervision.
- Strong critical thinker - able to respond quickly and appropriately to emergency situations.
- Reports situations requiring attention to appropriate persons.
- Insightful to abilities and contribution to teams and impact on others.
- Committed to lifelong learning and professional development.
- Ability to learn from mistakes.
- Adhere to policies and procedures.

How to Apply

Those interested in applying for this position should send their cover letter and resume to employment@nechc.com by June 18, 2024.

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

Note: Vulnerable sector criminal record check is required for all NECHC employees working directly with clients, participants, and patients.