

Pelican High Peak Youth Healing Lodge

Case Coordinator

ABOUT US:

Pelican High Peak Youth Healing Lodge operates as part of Ka-Na-Chi-Hih, bringing our services to Sioux Lookout to complement our other centres in Thunder Bay and Timmins, Ontario. In keeping with the sacred teachings of the Creator, we help First Nations families to achieve balance and purpose in their lifelong journey and become contributing role models in their communities and society. We are driven by holistic wellness - embracing cultural traditions, fostering community connections, and empowering individuals to reclaim their heritage and thrive in harmony with themselves and the world around them.

SUMMARY:

As a member of Pelican High Peak Youth Healing Lodge, the **Case Coordinator** works within a multi-disciplinary team dedicated to coordinating services to families participating in the residential treatment program. Your role as the Case Coordinator is to deliver all-round case management services, including the development of intake documentation, travel coordination, admission processes, active treatment care, discharge planning, and collaboration with external agencies and the multi-disciplinary team to ensure quality ongoing care.

DUTIES AND RESPONSIBILITIES:

- Work in **collaboration with other Ka-Na-Chi-Hih lodges** and communities to provide awareness and advocacy of family restoration program to existing clients.
- Connect with individuals and/or family units to collect required intake information.
- Work in collaboration with the clinical team and Treatment Services Manager to review, discuss, and assess intake applications.
- **Provide applicants with decisions on their intake request and coordinating travel with NIHB.**
- Coordinate and present a detailed overview of the selected family to ensure all team members are prepared for their arrival.
- Offer ongoing updates to staff to maintain open communication and awareness of the family's needs.
- Assist in **identifying needs and goals** through collaborative efforts with the families and clinical team, ensuring ongoing completion of Individualized Treatment Plans.
- Accurately **input data and case notes** into the tracking system for effective monitoring.

- Collaborate with the team to create a resource list for families once they complete the program.
- Assist families with appointments, including medical, dental, and counseling, by planning, scheduling, and communicating relevant information.
- Collaboratively work with the clinical team and family on the development and progress of their individualized treatment plan.
- Complete discharge plans and coordinate travel for families.
- Responsible for creating and facilitating the outpatient program and provide assistance with daily activities when required.
- Collaborate with the team to ensure positive and consistent communication in the program.
- Maintain strict confidentiality at all times.
- **Provide On-Call support** after normal business hours (including weekends and holidays) on a pre-scheduled rotational basis.
- Any additional duties as assigned.

ACCOUNTABILITY:

The **Case Coordinator** is supervised by and accountable to the **Treatment Services Manager**, with ultimate accountability to the **Director of Treatment Services** for overall performance.

QUALIFICATIONS:

- **Experience in working with and networking within First Nation communities.**
- **Sound knowledge of how mental health and addiction issues impact Indigenous people.**
- Well-developed evaluation, intervention, and support skills.
- Strong understanding of various service systems.
- Strong oral and written communication skills.
- Demonstrate excellent organizational skills.
- Flexible schedule with ability to work evenings and weekends;
- Technological skills with Windows, Microsoft suite (including Outlook email and calendar, Excel, Word, PowerPoint), as well as cloud-based software including OneDrive and SharePoint
- Valid driver's license and ability provide a clean driver's abstract.
- Ability to provide clear criminal records check with Vulnerable Sectors Screen upon hire.
- Fluency in an Anishinaabe dialect (Cree, Ojibway or Oji-Cree) is preferred

Education

- **A degree/diploma or certification in social sciences** in a scope of practice or experience in addictions and mental health, or related field or equivalent training

Experience

- **3 years** of practical experience in the social services field
- Experience in working with Indigenous people, families, and communities