



Internal Job Posting

Job Title:	Intensive Case Manager
Duration:	Full-Time, contract ending August 31 st 2027, with possible extension
Location:	Niagara Region
Hours of Work:	35 hours/week, with evening work as required
Hourly Rate:	\$28.50-35.02 per hour
Reports To:	Director of Intensive Programs
Posting Date:	Wednesday July 8 th , 2026
Closing Date:	Wednesday July 15 th , 2026, at 4:00 pm

Position Summary

The Intensive Case Manager (ICM) provides case management and support to individuals residing in the Addiction Supportive Housing Program (ASH). This program supports individuals with a primary concern of problematic substance use, multiple entries into treatment, precarious housing and a commitment to the ongoing goal of abstinence. An ICM provides assistance through a continuum of strategies and modalities including assessment, treatment planning, supportive counselling, life skill enhancement, advocacy, self-efficacy promotion and collaboration with other service providers.

Qualifications

- A relevant undergraduate degree plus two years of addiction experience (including residential experience) or a relevant two-year Community College diploma with five years of addiction experience (including residential experience).
- Registered or eligible for registration with a regulatory college (i.e. Ontario College of Social Workers/Social Service Workers, College of Registered Psychotherapists of Ontario) is considered an asset.
- Current criminal record check for vulnerable sector.
- Current First Aid and CPR certification.

- Valid Driver's license and insurance.
- Training in DBT, CBT and/or Solution-Focused Therapy would be considered an asset.
- Experience using CRMS database.
- Experience in harm reductions, safety planning and crisis intervention.
- Experience working in a trauma informed care setting.

Skills & Abilities

- Demonstrated ability to work co-operatively with a range of clients and negotiate effectively within a multi-disciplinary team of service providers.
- Effective written and oral communication skills, advanced electronic ability including ease and comfort with electronic clinical files and Microsoft office.
- Work independently in the community within the housing locations.
- Teach life skills to those who require various levels of assistance.
- Support clients with complex needs while in the program and assist with transition to independent living as a final goal.
- Problem solving, advocacy, diplomacy and assessment skills.
- Able to manage crisis and adverse situations with staff, clients and families.

Details of Position/Hours of Work

Regular work week is 35 hours/week including some evening/weekend work and a rotation of after-hours on call responsibilities.

Services will be provided in office, the client's home, community agencies or at locations in the community convenient for the client.

The Counsellor will be required to transport clients.

Compensation & Benefits

CASON offers a supportive work environment and a competitive benefits package that prioritizes employee well-being, financial security, and professional growth, including:

- Regular work week is 35 hours per week. Hourly wage will range between \$28.50 to \$35.02 based on education and years of experience.
- Comprehensive health and dental benefits available after 3 months, including extended health care, prescriptions, dental, vision, paramedical services, travel insurance, gender affirmation care, long-term disability, life and AD&D, and an Employee Assistance Program (EAP).
- Employer-matched pension plan after 6 months (3% employer contribution matched with 3% employee contribution), with optional voluntary contributions and access to a Financial Advisor.
- Generous paid time off, including 2 weeks' vacation to start (increasing to 3 weeks after 1 year), 16 paid health days, and 2 personal days annually.

Duties and Responsibilities

1. Screening and Assessment

- Determine the client's specific needs, goals, presenting concerns through motivational interviewing, mutual investigation and exploration.

- Build a therapeutic alliance with clients as they enter the pre-ash phase of the housing programs to support them in articulating their goals for the ash program.

2. Initial Treatment Planning

- Collaborate with clients to engage in the development of an individualized treatment plan based on the strengths, prioritized problematic areas and preferences.
- Facilitate integration into the specific housing accommodation identified for the client, including a pre-visit to the house, introductions to roommates along with reviewing expectations in a shared living space.

3. Residential and Treatment Services

- Facilitate individual counselling visits within the ASH house 2 times/week that will include areas identified collaboratively including recovery maintenance, crisis prevention, activities of daily living and any other highlighted area of need as identified.
- Encourage independent living skills, effective problem solving and self-efficacy.

4. Client Liaison/Advocacy

- Coach clients into skillful behaviour so they are able to intervene on their own behalf.
- Maintain a professional counselling relationship between the client and counsellor.
- Develop linkages and maintain effective working relationships with other community services and agencies to facilitate referrals for areas identified.

5. Administrative

- Maintain a complete, accurate and comprehensive clinical record of each client contact.
- Report statistics about clinical activities using designated agency format.
- Complete monthly, annual and other reported documentation as required in a punctual and comprehensive manner.
- Maintain client files according to agency policy and procedures.

6. Team and Organizational Responsibilities

- Liaises with community partners and other agencies in a manner that promotes the agency's reputation and facilitates quality care for shared clients.
- Attend ASH team meetings and regular supervision with Director of Intensive Services ongoing as scheduled.
- Collaborate effectively with fellow CASON staff to ensure high-quality client care and support.
- Participates in agency work delegated to committees related to staff development, program planning, social activities, community information, etc.
- Shares information and constructive observations with colleagues that promote clinical and administrative activities of the agency, including peer review and consultation.
- Ensure safety and well-being practices are implemented; this includes being knowledgeable of Universal Care precaution practices, emergency systems and procedures in dealing with crisis situations, communicable diseases, and duty to report.
- Participate in co-facilitation of group counselling programs at CASON.

- Ensure client and family rights are respected and addressed in accordance with legislation and the agencies policies and procedures.
- Commitment to research investigations, pilot projects, etc. that may be undertaken by the agency.
- Helps ensure the organization and program objectives are met.
- Participates in public education, placement student mentoring, professional development activities, program development, planning groups, etc., as appropriate or assigned.
- Demonstrates interest in the broad field of health care and the specific fields of substance abuse, problem gambling, concurrent disorders, and supportive housing.
- Works harmoniously with colleagues, including not behaving in ways that are likely to be offensive in any manner to others and confronting such behaviours by others.
- Conducts self in a responsible, professional manner.
- Perform other duties that may be assigned from time to time.

Application Process:

Please e-mail applications to Meaghan O'Connor, Finance & Human Resources

Generalist,

moconnor@cason.ca

Please include a cover letter and resume

Community Addiction Services of Niagara is an equal opportunity employer who welcomes and encourages applications from Niagara and surrounding communities. All applications from qualified individuals of all ages, gender identities, cultural, racial, ethnic and religious backgrounds, sexual orientations and abilities are welcomed and encouraged. We are committed to fostering an inclusive, barrier-free and accessible environment. CASON aims to dedicate resources to develop, honour and support all staff within their programs, especially those who experience multiple and intersectional forms of oppression.

If you have been contacted for an interview and require accommodation to ensure equal participation, please advise us what you may require in respect to materials or processes to ensure we can meet your needs.