

**JOB OPPORTUNITY
 FAMILY CASE MANAGER (DAY AND EVENING TREATMENT PROGRAM)
 PERMANENT FULL-TIME
 COMPETITION #2026-50**

Please submit a cover letter and resume referencing the competition # to:

CAREERS@LLGAMH.ca

- Salary Range:** \$32.59/hour - \$34.63/hour
- Location:** Brockville (Travel to other designated work sites if required)
- Job Type:** Full-time (37.5 hours/week)
- Shifts:** Monday to Friday (combination of days and evenings)
- Reports to:** Clinical Manager

The Family Case Manager works within a multidisciplinary team to provide client-centered service that enables clients and their caregivers to achieve their highest level of functioning and independence consistent with their values, priorities, capabilities, and preferences for care. The family case manager will work to provide individual and group-based services for family members of individuals with substance use concerns. These services are aimed to help families and individuals improve their overall well-being, stability, and safety. Any ongoing assessment process and the collaborative identification of changing needs and optimum outcomes will be a critical part of the Family Case Manager role. Also, by mobilizing and integrating formal and informal support networks the Case Manager will deliver services to clients that will also ensure the fiscally responsible use of appropriate resources to achieve the desired outcomes for clients.

Responsibilities and Duties:

- Providing case work services, from a harm reduction, trauma informed and health equity lens.
- Liaising with case managers in other LLGAMH programs as well as community partner agencies to ensure seamless transitions between services.
- Establishing a therapeutic relationship which is client-centered and based on a partnership.
- Helping individuals with severe and persistent substance use and mental illness to achieve their highest level of functionality possible in the least restrictive setting.
- Providing interventions that coordinate services within the addiction and mental health care system.

www.llgamh.ca

Main Office	Delta	Gananoque	Kemptville	Prescott	Smiths Falls
25 Front Ave. W	18 King St.	23 Mill St.	2671 Concession Rd.	2652 County Rd. 2	179 Elmsley St. N.
Brockville, ON	Delta, ON	Gananoque, ON	Kemptville, ON	Prescott, ON	Smiths Falls, ON
K6V 4J2	K0E 1G0	K7G 2L5	K0G 1J0	K0E 1T0	K7A 2H8

- Remaining a constant and ongoing support for clients even when their needs and use of services change.
- Working with the client to develop a strategy/plan to reduce the client’s risk of experiencing mental health crisis, including what actions by who and when, if client does experience a crisis/challenge in their recovery process.
- Maintaining accurate and up-to-date client files.
- Working with client to increase personal skills to assist with managing acute/chronic symptoms and stress, reducing risk and developing coping skills.
- Providing outreach to increase access to services for individuals impacted by substance use.
- Providing psychoeducational to families.

Qualifications:

Education, Training and Experience:

- Graduation from a recognized post-secondary institution in a relevant, health-related discipline of study; University degree preferred.
- Certificate in Addictions and/or Psychosocial Rehabilitation (PSR) will be considered an asset.
- Three years’ experience in a social service agency in adult mental health and addictions.
- Completion of specialized training/course(s) in supporting individuals who are substance using/dependent preferred.
- Additional training in harm reduction is considered an asset.
- Current First Aid and CPR Certification.
- Course/workshop in trauma informed care, harm reduction and health equity are preferred
- Course/workshop in concurrent disorders or equivalent (SMART Recovery Facilitator Training) preferred.
- Certified Psychosocial Recovery Practitioner (CPRRP) designation preferred.
- Workshop in Motivational Interviewing preferred.
- Canadian Center on Substance Abuse Core Competencies is an asset.
- Current First Aid and CPR Certification required.

Skills and Abilities:

- General knowledge of substance continuum of care, Mental Health Act, Occupational Health & Safety Act, Ministry of Health and Long-Term Care guidelines, Psychosocial Rehabilitation Practitioner’s Code of Ethics.
- Skilled in group facilitation grounded in evidence-based programming appropriate for this population.
- An understanding of the Recovery Philosophy and application of same in client goal planning and direct service.
- Ability to work independently and interdependently.
- A clear understanding of and ability to demonstrate professional ethics, boundaries, and judgement.
- Effective communication, interpersonal, and conflict resolution skills.
- Requires analytical skills to gather and disseminate data from different sources.
- A high level of independent decision-making skills.
- Ability to adapt to changing environments.
- Ability to manage time effectively.
- Proficient in Microsoft Office Suite applications and average computer and keyboarding skills.
- Satisfactory Vulnerable Sector Criminal Reference Check.
- A valid Ontario Driver's Licence, insurance and access to a vehicle with a minimum \$2,000,000 vehicle liability insurance.

Posting Date: May 13, 2026

Closing Date: May 19, 2026

Internal applicants will be considered before external applicants. We thank all applicants for their expressed interest; however, only applicants selected for an interview will be contacted.