

Internal / External**LANGLEY COMMUNITY SERVICES – JOB POSTING ICMT 2026-03**

Job Title: Outreach Case Manager
Department: Intensive Case Management Team
Start Date: ASAP
Salary: Hourly rate subject to Collective Agreement (CUPE): Grid Level 14P, currently \$40.03 - \$50.59 depending on qualifications and experience
Hours: Regular – Full Time

WHO WE ARE:

Langley Community Services Society has been in existence for over 50 years. We offer a wide variety of social service programs to the community. We are fully accredited through the Council of Accreditation and maintain best practices standards. Our mission is to assist individuals and families to enhance their lives through the provision of information, services and programs.

Job Summary:

Reporting to the Program Manager, the ICMT Outreach Case Managers provides clinical outreach services to clients aged 19 and above who have problematic or chronic dependent substance use, with or without mental illness, concurrent disorders, or co-existing functional impairment. Individuals will also be facing complex challenges related to health, housing, poverty, and face barriers in accessing existing health and social services. With an emphasis on connecting with clients where they're at physically -on the street, in shelters, in their homes – the case manager provides client-centered services by developing a trusting therapeutic relationship and providing a safe environment in which individuals can access services without fear of rejection or reprisal.

Key Duties and Responsibilities:

- Provides case management on an outreach basis to individuals who are at risk due to several factors involving their substance misuse, with or without mental health issues, with an emphasis on people who are homeless or at risk of becoming homeless.
- Work with clients to determine stages of change, risk indicators, client needs and appropriate referrals to other community supports. Works in partnership with community resources/agencies such as Langley Community Services Society, Stepping Stone Community Services, Gateway of Hope, and Fraser Health funded services.

- Refers and connects clients for further and/or alternate specialized services, such as detox, residential treatment, community support groups (e.g. AA, SMART Recovery), Opioid Agonist Therapy (OAT) clinic, outpatient Substance Use Services, Psychiatric or Addiction Physician consultation and primary care providers such as GP/NP support. Advocates on behalf of the client to ensure respect and dignity are maintained.
- Provides client-centered services by developing strength based, integrated and comprehensive care plans, helping clients formulate goals by addressing the strengths and needs of each individual.
- Pursues a housing-first approach by working with the ICMT Housing Procurement specialist and Stepping Stone Community Services to secure housing placement and rent subsidies through BC Housing.
- Upon completion of appropriate training, may distribute and administer Take Home Naloxone (THN) to address those individuals at risk for overdose.
- Maintains client records including client assessments, treatment plans and progress notes. Ensures that access to and disclosure of information and records are in accordance with the Freedom of Information and Privacy Act.
- Works on a 4 on 4 off rotation and sometimes participates in after-hours on-call rotation.

Reporting relationships:

- Reports to Program Manager

Education, Training and Experience:

- Bachelor's Degree or Diploma in a recognized field such as Substance Abuse Counselling, Social Work or Clinical Counselling.
- Two years' experience/training working with addictions and/or concurrent disorders.
- Experience dealing with vulnerable groups.
- Valid Class V BC Driver's License. Current First Aid and CPR.

Job Skills and Abilities:

- Demonstrated knowledge and up-to-date expertise in the field of substance use and mental health, including knowledge of Core Addictions Practice
- Motivational Interviewing and counselling skills, including crisis counseling to adults
- Knowledge of trauma informed practice and harm reduction
- Strong interpersonal and cross-cultural communication skills
- Demonstrated knowledge of the FHA Mental Health & Substance Use Services continuum of care

- Demonstrated ability to undertake client assessments, care plans and community referrals
- Ability to work effectively with others as part of an interdisciplinary team
- Ability to communicate effectively with individuals, groups, and other professionals within an interdisciplinary environment in a diverse community.
- Demonstrated understanding of psychosocial rehabilitation
- Demonstrated knowledge of Housing First
- Proficient with technology, including computers, tablets, smartphones, word-processing and database management software
- Physical ability to carry out the duties of the position

Additional Information:

- This position requires Union Membership (CUPE)
- This position is open to all qualified applicants
- This position may require working outside office hours and office environment depending on client availability or locations.
- Criminal Record Check is required. Valid Driver's Licence and use of personal vehicle with appropriate business class insurance is required.
- Mileage is paid where driving for work performed is required. Mileage is not paid for to and from work site for start and end of shift purposes.

TO APPLY:

Please reply with Cover Letter and Resume by May 7, 2026, quoting Posting Number **ICMT 2026-03** to:

Langley Community Services Society
Attention: Fraser Holland, Program Manager
5339 – 207 St, Langley, BC V3A 2E6
Email: fholland@lcss.ca
Fax: 604-514-1419

Please note that only persons selected for an interview will be contacted.