



Job Posting

Position:	Mental Health and Addictions Case Manager-St. Mike's Emergency Department		
Program:	Community Support Services-West Team		
Supervisor	Senior Manager, Mental Health and Addictions Case Management and Housing Support		
Number of hours:	37.5 hours per week- Wednesday through Sunday 10am to 6pm.		
Primary location:	210 Dundas Street West- St. Mike's Hospital and travel throughout the GTA		
Posting in effect:	Feb. 5th, 2019 to Feb. 14, 2019	Start Date:	ASAP
Salary Range:	25.36/hour	Vacancy:	1
Status:	Bargaining Unit, Full time Contract		
Duration of Contract	ASAP until March 31st, 2019 with possibility of extension		

Position Summary:

The Toronto Central LHIN is funding this contract for a Mental Health and Addictions Case Manager position (in addition to two positions out of Fife House) to pilot health service navigation with clients of the emergency shelter and respite programs who are accessing St Michael's Hospital Emergency Department, Psychiatry, and General Medicine departments. The Case Manager will act as a client liaison with emergency shelters and respite providers who are sending clients to St Michael's Hospital Emergency Department to support access to and navigation through emergency room visits. The Case Manager will work to establish protocols to leverage communication between shelter/respite providers and St Michael's Hospital to provide accurate client histories, presenting health issues, and needed/relevant documentation.

The position will also provide/assist in direct service delivery in such areas as health system navigation, short term case management, care coordination and service planning, crisis intervention/management, and health instruction/stabilization. The position will work shift work to cover the optimal coverage 7 days a week minimum of 16 hours a day.

Discharge Planning

The Case Manager will support the Emergency Department, Psychiatry, and General Medicine with discharge planning support focused on clients accessing shelter/respite or other facilities that can adequately support their discharge plans and needed care. The Case Manager will facilitate communication of the discharge plan and documentation to shelter and respite providers and provide short term intensive case management follow-up and referrals to ongoing needed supports and care.

Referral and Linking:

- support full participation of client in their care and wellness
- Ensure that clients are supported in their efforts to improve their quality of life through an understanding of the client's identified needs
- Apply research skills to finding appropriate resources related to client identified needs

- Refer clients to relevant services and resources including: primary medical care, psychiatric care, counselling or therapy, food security, housing, financial assistance, substance use services, social, education and employment services
- Support clients to link to services through education on identified resources, initiating connection, providing accompaniment , information sharing, mutual planning and problem-solving, and advocacy where necessary
- Assist client to attend and adjust to a service or activity
- Support time management skills to enable attendance at appointments
- Coordinate, support and assist client to find appropriate solutions to transportation challenges

Service Coordination:

- Make connections with other service providers necessary to meet the needs of the client identified in the discharge/service plan
- Work collaboratively with client and to negotiate, navigate and self advocate with services with greater effectiveness
- Ongoing communication and planning with client, St. Mike's, and service providers for follow up and client success
- Communicate with hospitals, community agencies & other systems as appropriate, respecting client privacy and confidentiality
- Work collaboratively with other multi-disciplinary professionals to ensure clients' success

Crisis Prevention, Crisis Management and Intervention:

- Assess, monitor and intervene when significant debilitating changes in the client's clinical/mental status are evident
- Intervene immediately and appropriately during a crisis situation
- Facilitate psychiatric, medical, and emergency services as needed
- Assist clients to develop the skills to manage and decrease future crises

Supportive Counselling:

- Ensure that the client receives emotional and psychological support as requested
- Provide trauma informed counselling to manage emotional distress and to assist clients to develop tools and skills to self manage distressing emotions
- Support clients to identify their strengths in various areas of their lives
- Support clients to increase their self-esteem
- Support clients to make healthy personal choices and decisions

Administration/Documentation:

- Create up-to-date, accurate notes, clinical assessments and data with regards to client interactions and interactions with all service providers and other supports in accordance with program and privacy policies and guidelines
- Maintain established level of client contacts
- Participate in individual supervision, case consults, team meetings, care coordination planning meetings, training, and agency meetings
- Participate in program evaluations, client survey processes, and other research and evaluation processes as required
- Participate in the strategic direction and processes of the organization

- Adhere to all Fred Victor Policies including health and safety and privacy and confidentiality
- Participate in other duties as assigned

Qualifications:

- Degree/Diploma in Social Work, Social Sciences, Health or related area
- At least 4 years mental health and addictions case management experience working with people experiencing severe and persistent mental health issues or concurrent disorders
- Knowledge and understanding of major mental health diagnoses as outlined in the DSM V
- Knowledge and understanding of case management roles and functions
- Demonstrated experience working in a client-centered approach in case management
- Knowledge and understanding of trauma informed practice
- Knowledge and understanding of working with clients with substance use issues, and knowledge and understanding of the application of harm reduction principles and practices
- Knowledge and understanding of psychosocial rehabilitation and recovery principles and practice
- Experience with the emergency shelter system and winter respite programs;
- Demonstrated ability in the delivery of client assessment tools, client goal setting, and service planning;
- Experience and comfort with the delivery of client personal care and support;
- Highly developed conflict resolution and negotiation, crisis intervention/prevention skills;
- Highly developed written and oral communication skills;
- Demonstrated experience in working within a multi-disciplinary team;
- Highly developed understanding of and proven ability to communicate appropriate professional boundaries;
- Strong computer skills (MSWord, Excel, Power Point, Internet, MS Publisher, etc.

Please send Resume's to cwalker@fredvictor.org.