

INTERNAL/EXTERNAL

Position:	Addictions Case Manager in the HASS Program – Addictions Supportive Housing Program
Type:	Bargaining Unit, Permanent, Full-Time
Number of positions posted:	1
Number of Hours:	37.5 hours per week
Rate:	\$25.74 per hour
Supervisor:	Manager, Housing Access and Support Services
Posting Date:	October 28, 2020
Application Deadline:	November 11, 2020
Location:	800 Bay Street, suite 402, Toronto, ON, M5S 3A9

Fred Victor is a not-for-profit, multi-service community-based organization that has assisted people living on low incomes in Toronto for over 125 years. We work in partnership with women and men from diverse backgrounds who face poverty, homelessness, mental health issues, addictions, and/or social isolation to address their needs and hopes and advocate for a more equitable society. Please see our website at www.fredvictor.org. Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion.

The Case Manager – Addictions Supportive Housing provides assertive engagement to support to clients of the Addictions Supportive Housing Project (ASH). This position will provide housing and case management support to clients housed through the ASH program. In addition, work is done in partnership with other government agencies, other community based agencies, private and non-profit housing providers, health care and concurrent disorder services. This position is responsible for the coordination, planning, implementation of the program components including, but not limited to, support to individuals with concurrent disorders, comprehensive case management services, mental health supportive counselling, housing supports, crisis intervention, community development, and housing stabilization.

The position requires respect for, and expertise working with people with concurrent disorders who:

- have a severe and active substance use & mental health challenges
- are street homeless or precariously housed
- are a high intensity service user of emergency departments, hospitals, withdrawal management and/or the justice system

This position's focus will be to provide intensive individual support and hands on / practical services to clients recently housed in order to help them break their cycle of homelessness and instability, access appropriate health services, and maintain their housing.

Responsibilities:

- Maintaining relationship with the landlord particularly with regards to Residential Tenancies Act, by-laws and other regulations that govern landlord and tenant relationships
- Providing support services for clients of the Addictions Supportive Housing program, which include:
 - Assertive engagement of clients
 - Establishing case management support plan with clients



- Conducting regular house visits to determine the quality of life, assessing the level of life skills and providing practical, hands on support
- Working with clients to ensure rent is paid
- Supporting clients to engage in community supports and resources (including referral, navigation and accompaniment)
- Addressing issues that arise that would affect clients' ability to maintain housing
- Identifying and intervening in emergency/crisis situations
- Providing ongoing support to clients and landlords, including:
 - Monthly rent checks
 - Intervening and supporting clients and landlords to reduce the risk of eviction
 - Negotiating and mediating conflicts with landlord and client

Qualifications:

- A diploma/degree in social services/health with a minimum of five years of experience within the homeless services sector, preferably in concurrent disorder services with an emphasis on providing support through a recovery and strength based approach
- Extensive experience and knowledge of mental health and addiction issues, with the application of harm reduction principles and practices
- Working knowledge of the housing first framework
- Knowledge of community resources for homelessness, health, mental health and substance use
- Knowledge of psychosocial rehabilitation and recovery principles, and an ability to put these into practice
- An understanding of the functions of case management, including assessment, service planning, skills teaching, linking and monitoring
- Ability to work effectively with a team made up of various disciplines including psychiatrists, concurrent disorders therapist, nurse, housing and outreach workers
- An understanding of the Mental Health Act and the processes involved in intervening in an unsafe situation.
- Excellent interpersonal skills, sound knowledge of counseling skills and the ability to form relationships with marginalized individuals
- Strong understanding of and commitment to social justice issues, equity issues, anti-racism and anti discrimination practices.
- Excellent documentation skills and the demonstrated ability to document regularly and within expected time frames for the program
- Highly developed understanding of and proven ability to communicate appropriate professional boundaries
- Well-developed ability to prioritize work through short and long-term goals and the demonstrated ability to remain flexible in reaching those goals

Working Conditions:

Staff will be entering clients' housing, which may have odours, pets, garbage, unwashed dishes, bugs, etc., and staff will be expected to support and address these client issues by life skills development, encouraging bathing, assisting with house cleaning, assisting with cooking and laundry.

Client accompaniment and client home visits are a major component of this work; as such, all off site visits must adhere to program safety procedures and protocols.



The final candidate(s) will be required to provide a current police reference check prior to being hired.

Please submit a resume and cover letter by e-mail no later than: Wednesday, November 11, 2020 by 5 PM to:

James Fontaine
Interim Manager, Housing Access and Support Services
jfontaine@fredvictor.org

NO PHONE CALLS AND FAXES
Applications should quote Job #: ASH 10-2020.

We strive to foster a workplace that reflects the diversity of the community we serve and welcome applications from all qualified candidates; however, only those selected for an interview will be contacted.

Fred Victor is also committed to developing an inclusive, barrier-free selection process and work environment. If contacted, please advise the hiring manager if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.