

Internal and External Job Posting

Position:	Mental Health and Addictions Case Manager		
Program:	The Dan Harrison /George St. Program (DHG)		
Supervisor	Manager Mental Health and Addictions Case Management and Housing Support		
Number of hours:	37.5 hours per week		
Primary location:	251 Sherbourne St./291 George Street with occasional travel throughout the GTA		
Posting in effect:	October 27, 2020 to November 11, 2020	Start Date:	ASAP
Salary Range:	\$25.74 per hour start rate	Vacancy:	1
Status:	6 Months		

A. THE ORGANIZATION

Fred Victor is a not-for-profit, multi-service community-based organization that has assisted people living on low incomes in Toronto for close to 120 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. Fred Victor works to uphold the values of respect, choice and inclusion. Please see our website at www.fredvictor.org

B. The Program: DHG

The Mental Health and Addictions Case Manager provides Intensive Case Management and Short-Term Case Management services to people living at 251 Sherbourne St. or 291 George Street who may be experiencing difficulty in day-to-day living as a result of severe and persistent mental health challenges or mental health and substance use challenges. Clients may also experience challenges that include: poverty, legal issues, issues of housing stability, trauma, violence, language barriers, settlement issues, medical issues etc. The DHG case managers work closely and collaboratively with the tenants/clients, Toronto Community Housing, TCLINCC, CNH and other service partners. This Program uses an Intensive Case Management, Recovery and Strengths based harm reduction model of service delivery in addition to short term case management strategies.

C. KEY RESPONSIBILITIES:

1. Provide intake, assessment and case management services, utilizing a client-centered, anti-oppression, harm reduction approach to tenants at 251 Sherbourne St and 291 George Street
2. Develop and maintain suitable partnerships using community mapping tools as available resources for the clients
3. Establish and work in partnership with Toronto Community Housing, The Neighbourhood Group and other program partners
4. Support clients in transition to independent living through skill development
5. Assess the client's support needs based on indicators of stability (i.e. daily living skills, housing stabilization, finances, connection to primary healthcare, social networks, vocational and educational goals, environmental resources, etc.)
6. Work collaboratively with clients to identify and achieve their identified goals
7. Support clients to develop and use problem-solving skills
8. Use of conflict resolution and crisis intervention skills as needed
9. Use of supportive counselling techniques to assist clients to gain self-confidence and progress in their goals
10. Support Community Development Activities
11. Work with clients and their families to acquire and maintain needed services, resources and supports
12. Develop and maintain effective working relationships with key supports and resources.
13. Maintain program and agency documentation as per Fred Victor policies including OCAN, CCP and case notes in Pirouette
14. Maintain confidentiality as per "Personal Health Information Protection Act" and Fred Victor policy
15. Work with the Manager to utilize supervision appropriately
16. Participate in agency and other meetings and initiatives as required
17. Promote the values, vision and mission of Fred Victor
18. Travel is required throughout Toronto

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
- Understanding and knowledge of issues related to housing stability
- 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
- Knowledge and understanding of the Criminal Justice System and systemic issues related to mental health and addictions
- Knowledge and understanding of the Tenant Protection Act, and systemic issues related to housing
- Ability to diplomatically and cooperatively work with program partners including housing providers
- Extensive knowledge of community services and resources
- Ability to work effectively with professionals of various disciplines including psychiatrists, social workers, occupational therapists, nurses, therapists etc.
- Knowledge and understanding of the Mental Health Act and the processes involved in intervening in risk of harm situations
- A clear understanding of PHIPA and other relevant privacy legislation that is related to being a custodian of health information
- Excellent verbal, written and interpersonal skills
- Effective problem-solving and decision-making skills
- Strong understanding, knowledge, analysis, and commitment to social justice issues, equity, anti-racism and anti-discrimination practices
- Excellent documentation skills and the demonstrated ability to document accurately using SOAP format.
- A well-developed ability to prioritize work through short and long-term goals and the demonstrated ability to remain flexible in reaching those goals
- Computer literacy in Microsoft (Word, Excel, PowerPoint, Outlook); experience in Pirouette, OCAN, and IAR is an asset.

1. HOW TO APPLY

Please send your resume and cover letter via email **by 5 pm on November 11, 2020** to: Sandra Mageau-Marsh at smageaumarsh@fredvictor.org

A Police Record Check is required by the successful candidate prior to hiring

Fred Victor strives to foster a workplace that reflects the diversity of the community we serve and welcome applications from all qualified candidates. We are also committed to developing an inclusive, accessible 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.