

## INTERNAL/EXTERNAL

<b>Position:</b>	Youth Community Mental Health Case Manager, Somali Mental Health Program
<b>Type:</b>	Bargaining Unit, Permanent, Full-Time
<b>Number of positions posted:</b>	1
<b>Number of Hours:</b>	37.5 hours per week
<b>Rate:</b>	25.74 per hour
<b>Supervisor:</b>	Senior Manager, Mental Health & Addiction Housing First Programs
<b>Posting Date:</b>	July 22, 2021
<b>Application Deadline:</b>	August 13, 2021
<b>Location:</b>	800 Bay Street & various Fred Victor locations

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. Please see our website at [www.fredvictor.org](http://www.fredvictor.org). Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion.

The Somali Mental Health Program provides culturally and linguistically focused intensive case management to Somali clients (16 and over) dealing with mental health & addiction challenges.

The Youth Community Mental Health Case Manager will work within a CTI case management model, which is client centered and based in harm reduction, to assist with community integration, life skill development, financial stability, socio-recreational interaction, recovery, and all other aspects of housing stability. Client's needs and stability of supports will be assessed on an on-going basis based upon a client's specific needs and level of support needed to meet their goals; phase plans will be developed and monitored.

The purpose of the position is to provide culturally responsive community support and services to Somali youth and young adults (16 to 30) who are dealing with significant difficulties in day-to-day living as a result of serious mental health challenges. Services are provided in Toronto downtown, North York (up to Victoria Park) and Etobicoke.

### **Responsibilities:**

- Establishes case management support plan with clients
- Engage with clients and their families (when appropriate) in order to explain the assessment process and the role of the youth mental health case manager, and the agency.
- Assess the client's community support needs and wishes (i.e. daily living skills, housing, finances, social networks, vocational and educational goals, environmental resources, etc.), using Ontario Common Assessment of Needs (OCAN).



- Provide culturally & linguistically focused intensive case management and community support. Conduct regular home visits focused on specific activities/outcomes that result in the client moving toward independence.
- Assertive engagement which involves actively looking for, and locating the client in the community as required.
- Utilize shared assessments and Integrated Assessment Records (IAR).
- Provide support, information, referrals and skill enhancement to clients, their families and any other parties as deemed necessary for the benefits of the clients.
- Develop and maintain effective working relationships with key supports and resources in the community as deemed necessary for the benefits of the clients.
- Follow risk assessment guidelines and adhere to safety policies and procedures.
- Maintain program and agency documentation as per Fred Victor policies.
- Maintain confidentiality as per “Personal Health Information Protection Act”.
- Work with the Program Manager to utilize supervision appropriately.
- Participate in agency and other meetings and initiatives as appropriate.
- Promote the values and mission of Fred Victor.
- Prioritize work through short and long-term goals and the demonstrated ability to remain flexible in reaching those goals.

#### **Qualifications:**

- A degree/or diploma in social services/health with a minimum of at least two years of work experience with youth with serious mental health problems, preferably in both traditional and non-traditional mental health services environment.
- Proficient in any of the following languages: Somali, Arabic, Swahili, Bantu, Amharic or Oromo with demonstrated work and significant understanding of the Somali youth needs.
- Demonstrated knowledge of working with refugees, and first and second generation immigrants with mental health challenges, with an emphasis on providing support through a recovery and strength based approach.
- Demonstrated knowledge of culturally responsive approaches that engage families and significant others.
- Ability to integrate anti-oppression, critical disability, 2SLGBTQ+ and trans-positivity, trauma, recovery approach in support to mental health and strengths-based principles into practice of the issues that impact immigrant youth, first and second generation immigrants, and an ability to work with youth in a respectful, non-judgemental and consistent manner.
- Extensive skills in mental health, harm reduction, and marginalized individuals with complex needs.
- Excellent written communication skills.
- Experience and ability to work in an inclusive work environment that incorporates diverse worldviews of mental health, cultural and racial backgrounds, including visible and non-visible dimensions of diversity.
- Well developed interpersonal, and relationship building skills; ability to establish rapport and excellent communication with clients, family members, staff and volunteers.
- Ability to communicate and to resolve conflict in a constructive and professional manner.
- Experience with Windows, Microsoft Word Perfect/Excel.



- Valid First Aid/CPR Certificate; knowledge of health and safety and child protection laws are an asset.
- The position requires the following Core Association Competencies: advanced competence in: Effective Interpersonal Communications; Teamwork and Collaboration; fundamental competence in: Ethics and Self-Management; Being Client Focused; Relationship Building and Partnering; Being Results Focused; Valuing Diversity and Social Inclusion.
- Knowledge of community resources for racialized clients, health, mental health and substance use.
- Documented ability to conduct assessment using standardized assessment tools through previous experience or education.
- Excellent documentation skills and the demonstrated ability to document regularly and within expected time frames for the program.



**Working Conditions:**

- Staff will work in a variety of environments including Fred Victor offices, client meetings in the community, doctor's offices, Community Centre's, public spaces, and clients' homes.
- Due to the nature of our client population, you may be in contact with individuals who are in crisis, who may be ill, using substances and/or not attentive to personal health and safety for themselves, as such, all off site visits must adhere to program health and safety procedures and protocols.
- Travel is required primarily in West Toronto and the former City of Toronto with occasional travels throughout the Greater Toronto Area;
- Client accompaniment and client home visits are a major component of this work;

**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 5pm on August 13, 2021: to:

**Deqa Farah**  
**Senior Manager, Mental Health and Substance Use Housing First Program**  
dfarah@fredvictor.org

**NO PHONE CALLS AND FAXES**

Candidates must quote the position in the subject line

*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.***