

INTERNAL/EXTERNAL

Job Title:	Community Mental Health and Addictions Case Manager
Program:	Health Services - Team West
Type:	Permanent, Full-Time, Bargaining Unit
Number of positions:	1
Hours:	37.5 hours per week
Rate:	\$25.74 per hour
Reports to:	Senior Manager, Mental Health and Addictions Case Management and Housing Support
Posting Date:	October 1, 2021
Application Deadline:	October 18, 2021
Location:	40 Oak Street with some travel in Downtown-East Toronto

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 www.fredvictor.org.

Team West provides outreach and intensive case management support to individuals who are having significant difficulties in day-to-day living as a result of severe and persistent mental health issues. The services are provided through one-to-one supports, coordinated care and client-centered approach in partnership with housing, other health service providers and clients themselves. The case manager will support the client in identifying goals that will help them meet their healthcare needs.

Responsibilities

- Provide intake, assessment and case management services, utilizing a client-centered, strength-based, harm reduction approach to tenants at Fred Victor 40 Oak location in mid-east Toronto
- Work with 40 Oak staff collaboratively utilizing processes of FV MHA and Housing Integrated Model of Service.
- Coach or assist a client in the development/maintenance of abilities relating to activities of daily living, self-care, crisis management strategies, symptom management, maintaining a support network, and skills teaching such as budgeting, grocery shopping and other life skills.
- Assess the client's support needs weekly 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.)
- Draft clear coordinated care plans (CCPs) for each client that advance client's immediate needs and mid-term goals. Reassess and adjust those plans periodically throughout the service.

- Develop and maintain suitable community partnerships using community mapping tools as available resources for the clients
- Utilize Ontario Common Needs Assessments (OCAN) every six months to assess, reassess and follow up on client needs. Work to remove barriers to client inclusion and participation. Ensure 40 Oak staff and partner service providers' contribution to those assessments.
- Support clients in transition to greater independent living and community participation through skill development
- Discuss on ongoing basis with client how crises will be managed and help to create a safety/crisis plan. Use of conflict resolution and crisis intervention skills as needed.
- Use of supportive counselling techniques to assist clients to gain self-confidence and progress in their goals.
- Support client in determining how their significant others are involved in their care and work with clients and their families to acquire and maintain needed services, resources and supports.
- Develop a transition plan with the client and their supports and facilitate a clear understanding of the reasons for discharge from the service and re-admission process.
- Clients will be made aware of their right to privacy, how their personal health information is being kept secure, and how and under what circumstances the agency will collect, use or disclose their personal health information.
- Clients will be made aware of the agency's complaint process and how to access it.
- Develop and maintain effective working relationships with key supports and resources and connect the clients to those resources.
- Maintain program and agency documentation as per Fred Victor policies including OCAN, CCP and case notes
- Maintain confidentiality as per "Personal Health Information Protection Act" and Fred Victor policy
- Take direction from both Senior Manager MHA CM and Housing Support and Senior Manager 40 Oak Housing and Drop-In when on site. Work with the direct Manager to utilize clinical supervision appropriately.
- Actively participate in 40 Oak site including staff meetings
- Participate in agency and other meetings and initiatives as required
- Promote the values, vision and mission of Fred Victor
- Some travel is required in Downtown-East Toronto

Qualifications

- A degree/diploma in Social Work, Social Services, Health or related field
- Demonstrated experience working in community settings with individuals who experience mental health and addictions challenges
- Demonstrated knowledge and understanding of the impact determinants of health have on the individual, the family, the community, and the health care system
- Familiarity with Case Management Standards and practice is essential
- Excellent supportive counselling skills and demonstrated ability to clinically assess the

- client using clinical tools, formulating plans and following up with clear actions
- Familiarity with Housing First principles
 - Demonstrated experience working from a trauma informed client-centred approach in case management
 - Experience working successfully in interdisciplinary team or formalized partnerships
 - Knowledge and understanding of a Mental Health Recovery Model
 - Knowledge and understanding of working within a harm reduction framework.
 - Strong understanding, analysis and commitment to social justice issues, equity, anti-racism and anti-oppression practices
 - Able to effectively work independently and within a team
 - Excellent problem solving and decision making skills
 - Well-developed crisis intervention and conflict resolution skills
 - Strong verbal and written skills
 - Computer literacy in Microsoft (Word, Excel, PowerPoint, Outlook); experience in Pirouette, OCAN, and IAR is an asset
 - Direct personal experience of the mental health system is an asset
 - Ability to speak a second language is an asset.

Working Conditions:

- Constant exposure to the potential of unpredictable behaviors and situations
- Occasionally required to deal with bodily fluids
- Regular exposure to unpleasant odours
- Possible exposure to bed bugs, mice, and cockroaches
- Occasional exposure to 2nd hand smoke
- Occasional exposure to inclement weather

Application:

Please submit a cover letter and resume no later than **5:00 p.m. on October 18, 2021** to:

Joyceline Sobers

Senior Manager, Mental Health and Addictions Case Management and Housing Support
jsobers@fredvictor.org

NO PHONE CALLS OR FAXES

Applicants should quote “Community Mental Health and Addictions Case Manager” in the subject line of the email.

Proof of Covid-19 vaccinations and a Police Record Check are required by the final candidate(s) prior to hiring.

All Internal and External job applicants must declare their vaccination status in their job applications—whether they have been fully or partially vaccinated. All candidates offered a position with Fred Victor Centre from September 30, 2021 onward must be fully vaccinated and

provide proof of their vaccination as a condition of employment. Fred Victor Centre will comply with its Human Rights obligations and accommodate employees who are legally entitled to accommodation.

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.