

INTERNAL

Job Title:	Harm Reduction Case Manager
Position Type:	Bargaining Unit, Permanent, Full-Time
Number of Positions:	1
Rate:	\$25.74 per hour
Hours:	37.5 hours per week-hours subject to change
Supervisor:	Senior Manager, Service Coordination
Posting Date:	January 11, 2022
Application Deadline:	January 24, 2022
Location:	Fred Victor – 24-Hour Respite Program – 701 Fleet Street

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.

Fred Victor 24-Hour Respite Program was specifically designed to provide shelter and support for chronically homeless women, men, couples and pets, many labeled as “hard to serve” and having difficulty maintaining shelter elsewhere.

The Fred Victor 24-Hour Respite Program is looking to hire a Harm Reduction Case Manager who will report to the Senior Manager. The position provides primary support to the clients at the 24-Hour Respite Program, using a client-centered, anti-oppression, harm reduction approach. We utilize creative interventions to help long-term homeless people maintain shelter and meet their individual goals.

We are looking for experience and skills working with clients with mental health and substance use issues, and someone who is dynamic and creative in their approach to housing access, support, and case management. Good knowledge of settlement systems and barriers that our community face is an asset.

The position requires respect for, and expertise working with people who face barriers to service due to mental health, substance use, abuse, social isolation, immigration, unemployment/underemployment and history with the criminal justice system. The clients come from racially, culturally, and ethnically diverse backgrounds. As the 24-Hour Respite Program serves people who have pets, all applicants must be willing to work with animals.

RESPONSIBILITIES:

- Administrative tasks such as tracking statistical information such as Naloxone dispensing, needle pick-ups, calls to 911, mental health crises, number of unique service users from priority populations, and other stats as required.
- Provide flexible, extensive one-on-one individual support and follow up to service users with complex mental health and substance use issues

- Engage with service users to assist them in accessing community mental health, harm reduction/addictions services.
- Engage with service users, staff and the community to develop comprehensive harm reduction program at the 24-Hour Respite.
- Develop comprehensive case plans together with service users, to help support growth, reduction of harm, and with a recovery oriented focus. Case plans may include but are not limited to: mental health support, independent living skills, social skills teaching, crisis management, advocacy and family education, budgeting, social recreational activities, and harm reduction strategies.
- Encourage and support service users to problem-solve and access community resources.
- Educate service users around rights and responsibilities for accessing community resources.
- Advocate together with service users around accessing community resources and overcoming individual and systemic barriers to access services.
- Support Community Development Activities, and Develop and maintain effective working relationships with key supports and resources.
- Develop, facilitate and evaluate weekly programming (educational groups, guest speakers, outings) for Respite service users.
- Develop and maintain open and effective working relationships with partner agencies such as Inner City Family Health Team, Inner City Health Associates, Dixon Hall, Margaret's Community Services and St. Felix Community Services.
- Meet targets set by program around the number of unique clients and client contacts required. Ensure service volumes are at or above target.
- Advocates and raises awareness and provision of information on culturally appropriate mental health and addictions supports for diverse and marginalized populations.
- Communicate and demonstrate appropriate professional boundaries with service users, staff, and community partners and abide by all the Fred Victor Centre's policies and procedures e.g. Anti-Harassment and Discrimination and the Staff Code of Conduct.
- Work in accordance to the Ontario Occupational Health and Safety Act.

QUALIFICATIONS:

- Degree/College Diploma in a relevant discipline or significant related experience
- Knowledge of substance use and addictions, specifically injection drug use, through a combination of lived experience, work experience, and/or education/training
- At least 3 years of experience working in a harm reduction program and knowledge of harm reduction strategies, with individuals experiencing homelessness, mental health, substance use or concurrent disorders, including supporting individuals from priority populations (e.g. Francophone, Indigenous, racialized, immigrant, refugee LGBTQ+, etc.).
- Case management experience in an interdisciplinary team environment is an asset.
- Sound knowledge of issues related to mental health treatment and recovery.
- Direct experience working from a client centered approach with chronically homeless adults who come from a racially and ethnically diverse background, who experience barriers to services due to physical and mental health, substance use, social isolation, abuse, sexual orientation, history in the criminal justice system, recent immigration, or who are transsexual, or have pets in their care.
- Position requires strong written, interpersonal, and oral



communication skills; strong assessment, informal counseling, analytical, and group facilitation skills; and a highly developed ability to plan and prioritize work, while remaining adaptable and flexible.

- Possess strong skills in crisis intervention and conflict resolution and be able to have sound problem solving and decision making skills under pressure and be able to create and implement creative solutions.
- Extensive knowledge of community based resources for low income people.
- Ability to advocate appropriately for service users, and within the larger system.
- Ability to network with others to meet service user needs.
- Ability to work productively within a team setting and also independently.
- Must have ability to constructively give and receive feedback.
- Ability and comfort to work in isolation with limited direct day-to-day supervision.
- Well-developed interpersonal skills that will produce effective and productive relationships with the service users, community, external agencies and staff of FVC.
- Strong organizational and administrative skills.
- Strong understanding of systems that cause and support homelessness, poverty and discrimination.
- Understanding that people living on low income are a resource to resolve community issues and not the cause of the problem.
- Knowledge of after-hours services in the GTA
- Literacy in WordPerfect, Windows, Pirouette, OCAN, IAR and SMIS
- Direct experience with homelessness, mental health or substance use is an asset.
- Ability to speak a second language is an asset

WORKING CONDITIONS:

Employee works in office and resident areas of the 24-Hour Respite Program. 24-Hour Respite Program is a 24-hour facility. All applicants must be willing to work with animals, and be proximate to animals. All employees must expect to be in potentially threatening situations on a constant basis. It is an emotionally challenging position and at times a physically demanding job.

APPLICATION:

Please submit a résumé and cover letter detailing how you meet the job requirements by: **January 24, 2022 at 5pm to:**

Tracy Baker
Program Manager, 24-Hour Respite
tbaker@fredvictor.org

Applicants should quote “**Harm Reduction Case Manager**” in the subject line.

No phone calls, faxes, or mailed resumes please.

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 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.