

INTERNAL/EXTERNAL

Position:	Mental Health Case Manager, Hostel Outreach Program (HOP)
Type:	Bargaining Unit, Contract Full-Time (12 Months)
Number of Positions Posted:	2
Number of Hours:	37.5 hours per week
Rate:	\$25.74 per hour
Supervisor:	Senior Manager, Mental Health & Addiction Housing First Programs
Posting Date:	January 11, 2022
Application Deadline:	January 22, 2022
Locations:	800 Bay Street and may be required to travel to other Fred Victor Centre (FVC) offices

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 Hostel Outreach Program (HOP) is a community-based mental health program for women in Toronto who are homeless or under-housed and are dealing with significant mental health and concurrent disorders challenges, and difficulties functioning in the community. HOP utilizes a Critical Time Intervention case management model to provide assertive mobile case management services in areas such as, symptom management, independent living skills, housing stabilization, money management, community integration, employment linkage, benefits establishment, linkage to community providers for substance abuse, primary and mental health care, legal, and other services needed to assist clients in reaching their treatment plan goals.

The Mental Health Case Manager provides Critical Time Intervention case management services, to homeless women who are 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, trauma, violence, language barriers, settlement issues, medical issues etc. This Program uses a Critical Time Intervention, harm reduction, housing first, recovery and strengths based models of service delivery.

Responsibilities:

- Providing outreach, assessment and ongoing support to homeless women with serious mental health challenges
- Providing Initial and ongoing assessment of clients' needs and goals in the areas of mental and physical health and wellness, suicidality and other elevated risks of harm, psychological distress, medication management, symptom management, food security, housing, daily living skills, income,



employment, social/recreational, education, relationships, immigration experiences, and any other area defined as relevant by the client

- Developing collaborative partnerships with housing workers, city shelters, hospitals, local behavioural health organizations as well as any pertinent referral sources for homeless women dealing with MH &/or CD challenges
- Utilizing a Housing First approach to work with homeless women to ensure rapid housing placement & stabilization
- Working collaboratively with other multi-disciplinary professionals to ensure clients' success
- Developing, implementing and leading Care Coordinated Plans as per Health Links guidelines
- Coaching the client to develop a wide range of independent living skills, including, cooking, household maintenance, shopping, tenancy management, money management, social and interpersonal skills, etc.
- Providing trauma informed counselling to manage emotional distress and to assist clients to develop tools and skills to self manage distressing emotions
- Assisting clients to identify and achieve their goals
- Assisting clients to use problem-solving skills
- Assisting clients to develop a supportive network
- Using conflict resolution and crisis intervention skills as needed
- Maintaining program and agency documentation as per FVC's policies
- Maintaining confidentiality as per "Personal Health Information Protection Act" (PHIPA) and FVC policy
- Working with the Manager to utilize supervision appropriately
- Participating in agency and other meetings and initiatives as required
- Promoting the values, vision and mission of FVC

Qualifications:

- Degree/Diploma in Social Work, Social Sciences, Health or related area, plus 2 years' experience working in homeless services, mental health, substance use/concurrent disorder or with vulnerable populations providing intensive case management services
- Demonstrated knowledge and/or experience with advanced case management techniques, including critical time intervention, harm reduction strategies, crisis intervention techniques and motivational interviewing
- Possess a high level of tolerance and understanding for individuals who present for services with urgent multiple complex health needs
- Ability to work independently and within a team environment and exercise mature judgment
- Highly motivated self-starter with the ability to coordinate multiple projects/tasks simultaneously in a high-pressure environment
- Strong understanding, analysis and commitment to social justice issues, equity, anti-racism and anti-oppression practices
- 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
- Computer literacy in Microsoft (Word, Excel, PowerPoint, Outlook); experience in Pirouette, OCAN, and IAR is an asset
- Strong verbal and written communication skills
- Direct personal experience of the mental health system is an asset
- Ability to speak a second language is an asset

Working Conditions:

You may be in contact with individuals in crisis, who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and the lack of personal care. You will provide assertive outreach services to transient clients who might be living rough. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.

This position will work out of the FVC locations, as well as work in the field providing services in clients' homes, in shelters, on the streets, in community facilities, or wherever clients are residing throughout Toronto while following all health and safety policies and guidelines, as well as COVID-19 protocols.

Application:

The final candidate 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 Jan 22, 2022 at 5:00pm to:

Deqa Farah
Interim Director, HASS
dfarah@fredvictor.org

Applications should quote Job posting: HOP2022

NO PHONE CALLS OR FAXES

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.