

INTERNAL/EXTERNAL

Job Title:	Case Manager, Mental Health and Addictions Focus
Type:	Bargaining Unit Position, Full time, Permanent
Number of positions:	1
Rate:	\$25.74 per hour
Hours:	37.5 Hours per week, shift start times vary
Supervisor:	Program Manager/Senior Manager, Women's 24-Hour Drop-In
Posting Date	May 3, 2022
Application Deadline:	May 13, 2022
Primary Location:	67 Adelaide St at Adelaide Women's Resource Centre

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.

Summary of the Job

The Women's 24-Hour Drop-In is a low barrier, trans-inclusive and welcoming space for women to come and meet service providers, peer support workers and other women with similar lived experience. Services will address basic needs for food and sleep; personal needs for showers and laundry; social and recreation needs for sharing fun activities with other women; health needs such as primary care, addictions treatment and counselling; allied services such as income, legal problems, housing and safety. The provision of formal and informal programming, advocacy, informal counseling and support, information and referral are also an integral part of this service. The Women's Drop-In service approach is based on principles of harm reduction, recovery, low barrier service, trauma informed, anti-oppression and welcoming and inclusive service delivery.

Responsibilities:

Harm Reduction:

- Apply principles of harm reduction within low barrier service delivery format.
- Implement harm reduction, client-centered recovery philosophy and community service delivery.
- Conduct community outreach and advocacy: identify housing opportunity for harm reduction community.

- Foster engagement with harm reduction programs including workshops and social activities
- Harm reduction kit ordering, making, storage and distribution.
- Ensure safe disposal of used harm reduction equipment in accordance with established protocols
- Provide overdose prevention education and support
- Work with the Drop-In Harm Reduction Committee, members and peers to explore, support, and create opportunities for harm reduction programming and services.

Mental Health & Addictions:

- Ensure the overall mental health, well-being of Drop-In members, contact and provide with appropriate case management support.
- Liaise members with community resources connected to the provision of mental health and addiction services.
- Assist clients with symptom management through the knowledge of mental illness, addictions, and medications.
- Implement trauma informed practices by ensuring the physical safety of members and awareness of potential triggers to avoid re-traumatization.
- Collaborate with the creation of a predictable environment that allows members to rebuild a sense of efficacy and personal control.
- Use a strengths based approach, focused on skills building to further develop resiliency.

Monitoring and Organization:

- Review and adjust goals from the perspective of both the member and worker, as well as member satisfaction with service and achievements.
- Record client notes, intake forms, and discharge plans in accordance to Toronto Drop-in/Respite services Standards and FVC's policies and procedures.
- Report in writing: all accidents, injuries, and occurrences and other reports as requested
- Collect data, including: members' demographics, service statistics, and goal achievement, as well as other systems that may be developed.
- Provide appropriate referrals, information and advocacy to other support services to assist clients to meet the goals outlined in their case/care plans.

Program and Services:

- Provide staff back-up for any agency programs and daily routine activities as needed.
- Work in cooperation with other staff members in the provision of efficient and coordinated services.
- Process client intakes, transfers and support clients with daily needs.
- Responsible for resolving client's complaints when appropriate, including timely follow up
- Lead and support external agency staff while they are onsite delivering support services to clients.
- Ability to participate side by side with individuals to accomplish tasks and develop

meaningful activities

- Conduct crisis interventions, de-escalate potentially violent situations, practice conflict resolution and able to conduct group facilitation.
- Communicate and demonstrate appropriate professional boundaries with clients, 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.
- Participate in regular meetings and evaluations with Program Manager/Senior Manager.
- Observe work related requirements such as punctuality, attending staff meetings, meeting deadlines and working with or without direct support.
- Other duties as required.

Qualifications:

- Educational background in social services with a mental health and harm reduction focus, including continuing education aimed at deepening practice in working with vulnerable individuals.
- Minimum 2-year experience working with people living with serious mental health/substance use issues, as well as, people who have experienced violence and social isolation.
- Knowledge and prior work experience in the supportive housing and homelessness sector and empathetic understanding of the issues facing marginalized women living with impacts of poverty, social isolation, mental illness, abuse, trauma and/or substance abuse/misuse issues.
- Knowledge of substance use and addictions, specifically injection drug use, through a combination of lived experience, work experience, and/or education/training.
- Knowledgeable in harm reduction principles as well as proven experience with overdose prevention, response and training in/experience with Naloxone administration.
- Experience in providing life skills coaching with commitment to mental health recovery principles.
- Lived experience of mental health challenges, homelessness, and/or the effects of poverty is an asset.
- Knowledge of community-based resources and services, and experience of supporting individuals to navigate the service system across multiple sectors such as housing, legal, income support, health and settlement.
- Awareness of and sensitivity to the health issues of a diverse community and experience working with disenfranchised populations.
- Commitment to community development practices, including understanding that people living on a low income are a resource and have an important role in finding solutions to social challenges.
- An understanding of systems that cause and support homelessness, poverty and discrimination.

- Understanding of strategies that promote asset development and self-empowerment.
- Ability to develop effective and productive relationships with program participants, co-workers and external agencies including defining roles and implementing multi-disciplinary team practices.
- Possess strong skills in crisis intervention and conflict resolution, able to utilize sound problem solving and decision making skills under pressure and create and implement creative solutions.
- Must be available for shift work.
- Experienced with data management, recordkeeping and computer literacy.
- Strong communication skills, both written and oral.
- Administrative and organizational skills including literacy in Word, Excel, Outlook, Windows, Pirouette and SMIS.

Working Conditions:

Works in office and resident areas. 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. 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 May 13th, 2022 by 5:00 p.m. to:**

Maria-Eugenia Ricote
Senior Manager, Women's 24-Hour Drop-In
mricote@fredvictor.org

Applicants should quote the job title 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 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, especially the Indigenous applicants (First Nation and Métis, Inuit).

Fred Victor is 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.