

INTERNAL/EXTERNAL

Job Title:	Senior Manager, Mental Health and Addictions Case Management and Housing Support
Type:	Full-time, Non-Bargaining Unit, Contract -1 year (Sept. 15, 2022-Sept. 15, 2023)
Rate:	\$67,528.50 to \$77,571.00 annual salary
Hours:	37.5 hours a week
Supervisor:	Director, Health Services
Posting Date:	July 25, 2022
Application Deadline:	August 12, 2022
Primary Location:	800 Bay Street, 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 at www.fredvictor.org.

Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion.

Program Description:

Mental Health and Addictions Case Management and Housing Support in downtown Toronto provide high quality case management services to individuals in the community with severe & persistent mental health difficulties. Staff engage in client-centered practice, coordinated-care with other service providers and ongoing clinical assessment and follow up actions through Ontario Common Assessment of Needs (OCANs).

The Program works closely with its community partners such as internal Fred Victor Programs, primary care, TCHC and local hospitals.

Summary of the Job

The Manager position oversees the MH&A Case Management (Team West), STOP and DHG and they are responsible for the day-to-day operation of those programs. This includes supervision of staff, being involved in the hiring process and performance evaluations; review staff caseloads and case files; provide support and liaise with partner's agencies, provide support, mentorship and training to staff, lead team meetings, conduct some administrative tasks, and attend FV management meetings.

The position requires respect for, and expertise working with, people who are facing mental health issues, addictions, abuse and social isolation who come from racially and ethnically diverse backgrounds.

This position requires a commitment and adherence to the values and goals of Fred Victor Centre as expressed in the mission and strategic plan of the organization.

Responsibilities:

1. **Leadership and clinical supervision:** ensures that the program and organizational needs are met by providing supervision, guidance, direction, motivation and leads by example through open communication and modeling best practices in all aspects of the programs.
 - Assume responsibility for establishing positive working relationships with all personnel associated with the organization and successfully manage change.
 - Provide strong clinical supervision and presence including support, feedback and leadership with clinical assessment (OCAN), care coordination and client transitions/discharge.
 - Work with other managers and staff to address specific evidence based organizational needs based on evaluation processes.
 - Identify and implement changes to practices and procedures, with a focus on increasing quality, efficiency, and adherence to best practices within the programs.
 - Identify and bring forward system issues, threats, and opportunities
 - Participate on and contribute to the senior management team in operationalizing strategic plan for the organization and integration activities.

2. **Human Resources:** ensures effective human resource management skills are practiced by placing priority on developing, coaching, guiding, supervision, motivating and supporting staff, students and volunteers (if any).
 - Participate, if necessary and in conjunction with the HR Manager, the hiring and training of new staff.
 - Manage, if necessary and in consultation with the HR Manager, performance management of staff, including but not limited to regular supervision, team meetings, performance review, and constructive disciplinary process.
 - Understand and follow the Fred Victor policies and procedures and ensure that the team staff is in compliance of the policies and procedures at all times.
 - Ensure the best practices are established and achieved as the standard practices of all team staff.
 - Ensure staff learning needs are identified and met in a timely manner.
 - Ensure compliance with relevant legislation such as: PHIPA, ESA, OHSA, WSIB, OHRC, etc.

3. **Quality:** ensures that the programs are high quality, cost effective and provide positive client experience
 - Collect, manage, analyze, utilize and communicate information in relation to programs' quality indicators
 - Ensure the program is accessible to Fred Victor target groups
 - Prepare quarterly and annual reports
 - Ensure that work records meet agency standards
 - Plan, allocate and manage fiscal resources within the assigned budget
 - Ensure adherence to Ethics Framework and promote values of integrity and respect.

4. **External Representation:** increases the accessibility, relevance and responsiveness of other services, supports and resources to Fred Victor's client group through community involvement activities
 - Maintains working relationships with other providers and resources
 - Represent Fred Victor within the mental health system as required.

- Any other managerial and supervisory responsibilities as required and assigned.

Qualifications:

- Degree/Diploma in Social Work, Social Sciences, Health or related area
- At least 5 years mental health and addictions case management experience working with people experiencing severe and persistent mental health issues or concurrent disorders
- Demonstrated experience in providing leadership and participatory staff engagement process for advancing project and/or practice.
- Demonstrated ability to collaborate and influence positive change with various staff and service teams.
- Experience supervising, evaluating, training, and developing staff teams is an asset. Experience managing programs, preparing and monitoring budgets, and reports is an asset.
- Demonstrated extensive practice of assessment, planning and interventions from the addiction and mental health perspectives.
- Knowledgeable about, and strongly committed to, harm-reduction; commitment to stage-wise interventions and to the use of other best and/or emerging practices in harm-reduction that promote increased wellness.
- Extensive experience, and dedication to, working from a client-centred, trauma-informed and anti-oppression perspective.
- Possesses high-level skills that enable effective work at the individual, program and systems-level.
- Thorough understanding of issues that effect those living in poverty, effected by homeless, living with mental illness and/or substance use disorder.
- Extensive advocacy, crisis intervention and prevention, conflict resolution and negotiating skills.
- Highly developed interpersonal skills.
- Highly developed group facilitation skills.
- Highly developed understanding of and proven ability to communicate appropriate professional boundaries.
- Highly developed ability to plan and prioritize work.
- Knowledge and understanding of the Criminal Justice System and systemic issues related to mental health and addictions
- Excellent writing and computer skills
- Extensive knowledge of community services and resources
- Demonstrated ability to work effectively with professionals of various disciplines including lawyers, psychiatrists, social workers, etc. for client and program success.
- 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



Application:

Please submit a letter and resume detailing how you meet the job requirements by **5 pm August 12, 2022** to:

Vesna Milinkovic

Director, Health Services

vmilinkovic@fredvictor.org

Applicants, please quote the job title in the subject line

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.