



INTERNAL/EXTERNAL

Job Title: Mental Health Case Manager

Position Type: Bargaining Unit, Contract (12 months), Full-time

Number of Positions: 2

Rate: \$26.52

Hours: 37.5 hours/week

Supervisor: Senior Manager, Mental Health and Addictions Housing First Program

Posting Date: January 20, 2023

Application Deadline: February 3, 2023

Location: 800 Bay St and various locations in the community

Why Fred Victor?

For over 125 years, Fred Victor has been a leader in providing place and purpose to people in need in Toronto. Our mission is to improve the health, income and housing stability of people experiencing poverty and homelessness. We are committed to ending chronic homelessness. This is an ambitious and bold goal, but we believe, achievable.

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.

Does this sound like work you want to be a part of?

We offer a supportive and collaborative environment, an opportunity to join a diverse team of caring professionals and a chance to make a difference. With over 60 programs and services and more than 21 sites, there are lots of opportunities to grow your career with us. Many members of the management team started in relief and front-line roles.

What You Will Do

The Mental Health Case Manager provides Critical Time Intervention case management services, to women who are experiencing homelessness and 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 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 to ensure rapid housing placement & stabilization
- 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.
- Maintaining program and agency documentation as per FVC's policies

What You Bring to the team

- 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
- 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
- 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
- Direct personal experience of the mental health system is an asset
- Ability to speak a second language is an asset

Compensation and Benefits

- For the Mental Health Case Manager position, Fred Victor offers an hourly rate of \$26.52
- Access to employee and family assistance plan

How You Can Apply

Send your cover letter and resume describing why you want to be part of the Fred Victor Team by Friday February 3, 2023, to Jacqueline Saleh at jsaleh@fredvictor.org with "Mental Health Case Manager" in the subject line.

A Police Record Check is required by the final candidate prior to hiring.

All candidates offered a position with Fred Victor from September 30, 2021, onward must be fully vaccinated and provide proof of their vaccination as a condition of employment. Fred Victor will comply with its Human Rights obligations and accommodate employees who are legally entitled to accommodation.

Accessibility & Accommodation

Fred Victor is committed to fostering an inclusive and accessible environment where employees feel valued and respected, and where every employee has the opportunity to realize their potential. As such, we welcome and encourage applicants who identify as racialized persons, Indigenous persons, persons with disabilities, and persons across the spectrum of sexual orientation and gender identities and have lived experience

If you are a person with a disability and require accommodation and/or assistance during the application process, please contact us in advance. We strive to provide reasonable accommodations whenever requested. Information received relating to accommodation requests will be treated with confidentiality.