



## INTERNAL/EXTERNAL

**Job Title:** Indigenous Mental Health Case Manager

**Program:** Hostel Outreach Program (HOP)

**Position Type:** Bargaining Unit, Full time, 1 year contract

**Number of Positions:** 1

**Rate:** \$26.52 per hour

**Vacation:** 7% Vacation Pay

**Hours:** 37.5 hours per week (Outreach hours may include early mornings, evenings, Monday to Friday)

**Supervisor:** Senior Manager, Mental Health and Addictions Housing First Programs

**Posting Date:** March 6, 2023

**Application Deadline:** March 20, 2023 at 5:00 p.m.

**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 (16 and over) 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 mobile case management services in areas such as: 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, and other services needed to assist clients in reaching their recovery 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 Indigenous Mental Health Case Manager's position utilizes wholistic Indigenous, traditional and mental health case management strategies to provide a Critical Time Intervention Intensive case management, recovery and strengths-based model of service delivery to homeless Indigenous women dealing with mental health challenges.

This position will provide culturally safe case management services to homeless indigenous 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 relate to multigenerational trauma, contact with the child welfare system and criminal justice system, grief, loss of culture, language and traditions, poverty and difficulty connecting to services, etc.

### Responsibilities:

- Providing outreach, assessment, mental, emotional and spiritual support to Indigenous women with serious mental health challenges who are experiencing homelessness.

- Providing initial and ongoing assessment of clients' needs and goals in the areas of mental and physical health and wellness, trauma, homelessness, 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, displacement, and any other area defined as relevant by the client.
- Developing collaborative partnerships with indigenous agencies and programs, city shelters, hospitals, local behavioral 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 indigenous homeless women to ensure rapid housing placement & stabilization.
- Provide information, advocacy, support and counseling to Indigenous women.
- Facilitate access to ceremony and Indigenous medicines for clients.
- Facilitate connections with family, elders, traditional healers and other community supports.
- Develop and coordinate the provision of resources for clients, their families, incorporating indigenous medicines and ceremonial supplies.
- Participating in, and/or initiating CCP, case conferences and CTI case conferences with other team members and with the clients' circle of care.
- Working collaboratively with other multi-disciplinary professionals, as well as cultural supports, to support clients in achieving their goals.
- Coaching the client to develop a wide range of ADL skills, connection, relationship, inter-dependence and community-building skills.
- Providing trauma-informed counselling to manage emotional distress, and to assist clients to develop appropriate tools and skills to self-manage distressing emotions.
- Maintaining confidentiality as per "Personal Health Information Protection Act" (PHIPA) and FVC policy.
- Facilitate indigenous clients' journeys from homelessness to recovery programs and into permanent housing.

#### **What You Bring to the Team (Qualifications):**

- Degree/Diploma in Social Work, Social Sciences, Health or related area or 3+ years' experience working in homeless services, mental health, substance use/concurrent disorder or with vulnerable populations providing intensive case management services.
- Possess a deep knowledge of Indigenous customs, communities, and culture.
- A strong understanding of collaborative health team and program functioning.
- Knowledge and ability to integrate wholistic, strength and evidence-based practices into planning and case intervention from a trauma informed lens
- Specialized knowledge and ability to navigate the health and mental health system.
- Strong capacity to manage crises and problem solve.
- Excellent interpersonal skills.
- Knowledge of Housing First principles.
- Extensive knowledge of indigenous cultures, customs, traditions and communities.
- Knowledge of history of colonization and intergenerational traumas impacting the health and wellness of Indigenous Peoples.
- Knowledge of tools, systems and databases used in client services delivery and case management.
- Possess self-awareness and engages in self-care, and self-reflection techniques.
- Possess excellent time management, organization, and communication skills, both oral and written, to accurately document all case notes.
- 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.

- Ability to work effectively with professionals of various disciplines including psychiatrists, social workers, occupational therapists, nurses, therapists, etc.
- 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.
- Direct personal experience of the mental health system 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.
- Being exposed to highly emotional situations and working with your own community where some of the shared experiences of the effects of historical trauma & colonization can be triggering and lead to vicarious trauma. It can be difficult to remain unaffected by distressing cases, especially when you are dealing with them on a daily basis.
- The worker must be committed to practicing emotional resilience and be proactive to address the potential for vicarious trauma and countertransference.
- The worker must be ready to respond quickly and effectively to many types of situations, including crisis situations, as well as potentially hostile situations.

This position will work out of various FVC locations, as well as work in the field providing services in clients' homes, in shelters, on the streets, encampments, in community facilities, or wherever clients are residing throughout HOP's catchment area.

#### **Compensation and Benefits**

- For the Indigenous Mental Health Case Manager position, Fred Victor offers an hourly rate of \$26.52
- 7% vacation pay
- 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 **Tuesday March 20, 2023, at 5:00 p.m.** to **Jacqueline Saleh** at [jsaleh@fredvictor.org](mailto:jsaleh@fredvictor.org) with **Indigenous Community 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.