

INTERNAL/EXTERNAL

Job Title:	Mental Health and Addictions Case Manager-West Team
Position Type:	Bargaining Unit, Full-Time, Permanent
Number of Positions:	1
Rate:	\$26.52 per hour
Vacation:	4 weeks to start
Benefits:	Group benefits with Life Insurance, AD&D, Extended Health and Dental Care with premiums 100% paid by the employer, LTD with premiums 100% paid by employees; paid sick leave and float day
RRSP:	RRSP with 6.5% employer contribution and 4% employee contribution after successful completion of probation
Hours:	37.5 hours per week
Supervisor:	Senior Manager, Community Mental Health & Housing Support
Posting Date:	September 15, 2023
Application Deadline:	September 28, 2023 at 5:00 p.m.
Location:	800 Bay Street, and other locations where service is delivered in Toronto

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 bold goal but we believe achievable.

The Program

The Mental Health and Addictions Case Management Program is a community-based program that assists people who are having significant difficulties in day-to-day living as a result of severe and persistent mental health issues or mental health and substance use challenges.

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

We offer a supportive 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:

- Provide intake, assessment and case management services, utilizing a client-centred, strengths-based, harm reduction approach to clients experiencing mental health and addiction issue.
- Coach or assist a client in the development/maintenance of abilities relating to activities of daily living, self-care, crisis management strategies, symptom management, maintaining a support network, and skills teaching such as budgeting, grocery shopping and other life skills.
- Assess the client's support needs weekly based on indicators of stability (i.e., daily living skills, housing stabilization, finances, connection to primary healthcare, social networks, vocational and educational goals, environmental resources, etc.)
- Draft clear coordinated care plans (CCPs) for each client that advance the client's immediate needs and mid-term goals. Reassess and adjust those plans periodically throughout the service.
- Develop and maintain suitable community partnerships using community mapping tools as available resources for the clients.

- Utilize Ontario Common Needs Assessments (OCAN) every six months to assess, reassess and follow up on client needs. Work to remove barriers to client inclusion and participation. Ensure partner service providers' contribution to those assessments.
- Support clients in transition to greater independent living and community participation through skill development.
- Discuss on ongoing basis with client how crises will be managed and help to create a safety/crisis plan. Use of conflict resolution and crisis intervention skills as needed.
- Use of supportive counseling techniques to assist clients to gain self-confidence and progress in their goals.
- Support client in determining how their significant others are involved in their care and work with clients and their families to acquire and maintain needed services, resources and supports.
- Develop a transition plan with the client and their supporters and facilitate a clear understanding of the reasons for discharge from the service and re-admission process.
- Clients will be made aware of their right to privacy, how their personal health information is being kept secure, and how and under what circumstances the agency will collect, use or disclose their personal health information.
- Clients will be made aware of the agency's complaint process and how to access it.
- Develop and maintain effective working relationships with key supports and resources and connect the clients to those resources.
- Maintain program and agency documentation as per Fred Victor policies including OCAN, CCP and case notes.
- Maintain confidentiality as per "Personal Health Information Protection Act" and Fred Victor policy.
- Work with the direct Manager to utilize clinical supervision appropriately.
- Actively participate in staff meetings.
- Participate in agency and other meetings and initiatives as required.
- Promote the values, vision and mission of Fred Victor.
- Travel required in the downtown core.

What You Bring to the Team

- A degree/diploma in Social Work, Social Services, Health, or related field.
- Demonstrated experience working in community settings with individuals who experience mental health, addictions challenges.
- Demonstrated knowledge and understanding of the impact determinants of health have on the individual, the family, the community, and the health care system.
- Familiarity with Case Management Standards and practice is essential.
- Excellent supportive counseling skills and demonstrated ability to clinically assess the client using clinical tools, formulating plans and following up with clear actions.
- Familiarity with Housing First principles.
- Demonstrated experience working from a trauma informed client-centered approach in case management.
- Experience working successfully in interdisciplinary team or formalized partnerships.
- Knowledge and understanding of a Mental Health Recovery Model.
- Knowledge and understanding of working within a harm reduction framework.
- Strong understanding, analysis and commitment to social justice issues, equity, anti-racism and anti-oppression practices.
- Able to effectively work independently and within a team.
- Excellent problem solving and decision-making skills.
- Well-developed crisis intervention and conflict resolution skills
- Strong verbal and written skills
- 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.
- Ability to speak a second language is an asset.

Working Conditions

- Constant exposure to the potential of unpredictable behaviours and situation
- Occasional exposure to inclement weather

Compensation and Benefits

- For the Mental Health and Addictions Case Manager position, Fred Victor offers an hourly rate of \$26.52
- 4 weeks of vacation to start + 1 float day
- Generous paid sick leave allowance
- A comprehensive Dental, Extended Health and LTD group benefits package includes individual and family coverage, including prescriptions, hospital accommodation, hearing care, paramedical practitioners, and a wide variety of dental care. Additional insurance includes vision care and travel for emergency medical services.
- 6.5 % of your gross salary will be contributed to a group RRSP on your behalf after successful completion of probation; you will contribute 4% of your gross salary to the same RRSP
- Access to employee and family assistance plan

How You Can Apply

Send your resume and an email describing why you want to be part of the Fred Victor Team to Michelle Gabriele at mgabriele@fredvictor.org by **Sept 28, 2023 at 5:00 p.m.** with **'Mental Health and Addiction Case Manager-West Team'** 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.