

## INTERNAL/EXTERNAL

<b>Job Title:</b>	Geriatric Mental Health & Addictions Case Manager
<b>Program:</b>	STOP Program/Health Services Department
<b>Position Type:</b>	Bargaining Unit, Full-Time, Permanent
<b>Number of Positions:</b>	1
<b>Rate:</b>	\$26.52 per hour
<b>Vacation:</b>	4 weeks to start
<b>Benefits:</b>	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
<b>RRSP:</b>	RRSP with 6.5% employer contribution and 4% employee contribution after successful completion of probation
<b>Hours:</b>	37.5 hours per week
<b>Supervisor:</b>	Senior Manager, STOP Program
<b>Posting Date:</b>	November 20, 2023
<b>Application Deadline:</b>	December 1, 2023
<b>Location:</b>	800 Bay Street, 512 Jarvis Street (Mary Sheffield House), and 386 Dundas Street (Women's Transition to Housing), with some travel in Downtown 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 and bold goal, but we believe, achievable.

This position is a part of the collaboration between STOP, Mary Sheffield House, and Women's Transition to Housing Programs, where the Geriatric Mental Health and Addiction Case Management provides outreach and intensive case management support to individuals who are currently residing at MSH and T2H, having significant difficulties in day-to-day living as a result of severe and persistent mental health issues. The services are provided through one-to-one support, coordinated care and client-centered approach in partnership with housing, other health service providers and clients themselves. The case manager will support the client in identifying goals that will help them meet their healthcare needs.

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

We offer an opportunity to join a diverse team of caring professionals in a high-energy, supportive, and collaborative work environment 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-centered, strength-based, harm reduction approach to tenants at Mary Sheffield House Women's Transition to Housing location in mid-east Toronto.
- Work with Mary Sheffield House and Women's Transition to Housing staff collaboratively utilizing processes of FV MHA and Housing Integrated Model of Service.
- 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 client's immediate needs and mid-term goals. Reassess and adjust those plans periodically throughout the service.
- 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 Mary Sheffield and Women's Transition to Housing staff and partner service providers' contribution to those assessments.
- Develop and maintain suitable community partnerships using community mapping tools as available resources for the clients.
- Address with clients issues specific to aging and support, such as mobility, personal support needs and health issues.
- Work collaboratively with client to develop a support, wellness and crisis safety plan.
- Create up-to-date, accurate notes, clinical assessments and data with regards to client interactions and interactions with all service providers and other supports in accordance with program and privacy policies and guidelines.
- Refer clients to relevant services and resources including primary medical care, psychiatric care, counselling or therapy, food security, housing, financial assistance, substance use services, social, education and employment services.
- Use of supportive counselling techniques to assist clients to gain self-confidence and progress in their goals.
- Take direction from both Senior Manager STOP Program and Senior Managers of Mary Sheffield House and Women's Transition to Housing 386 Dundas Street with some travel in Downtown Toronto.
- Actively participate in Mary Sheffield House and Women's Transition to Housing site staff meetings.

#### **What You Bring to the Team:**

- Degree/Diploma in Social Work, Social Services, Health, or related area.
- At least 4 years mental health and addictions case management experience working with people experiencing severe and persistent mental health issues or concurrent disorders.
- Demonstrated experience working in a client-centered approach in case management.
- Knowledge and understanding of working with clients with substance use issues, and knowledge and understanding of the application of harm reduction principles and practices.
- Knowledge and understanding of psychosocial rehabilitation and recovery principles and practice.
- Knowledge and understanding of the Criminal Justice System and systemic issues related to mental health and addictions.
- Knowledge and understanding of the Tenant Protection Act, and systemic issues related to housing.
- 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.

#### **What Sets You Apart**

- Strong understanding, analysis and commitment to social justice issues, equity, anti-racism and anti-oppression practices.
- Excellent documentation skills and the demonstrated ability to document accurately using SOAP format.
- Able to effectively work independently and within a team.
- Well-developed crisis intervention and conflict resolution skills.
- Excellent problem solving and decision-making skills.
- Knowledge and understanding of case management roles and functions.
- Extensive knowledge of community services and resources.
- Excellent verbal, written and interpersonal skills.
- A well-developed ability to prioritize work through short and long-term goals and the demonstrated ability to remain flexible in reaching those goals.

- Computer literacy in Microsoft (Word, Excel, PPT, Outlook); experience in Pirouette, OCAN, and IAR is an asset.
- Ability to speak a second language is an asset.

### **Compensation and Benefits**

- For the Geriatric Mental Health & Addictions Case Manager, 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 by Friday, December 1st, 2023 at 5pm to Drow Zadoorian, at [dzadoorian@fredvictor.org](mailto:dzadoorian@fredvictor.org) with “**Geriatric MH & Addictions Case Manager-November**” 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 accommodation whenever requested. Information received relating to accommodation requests will be treated with confidentiality.