

INTERNAL/EXTERNAL

Job Title:	Senior Manager, Mental Health and Addictions Case Management and Housing Support
Position Type:	Non-Bargaining Unit, Permanent, Full-Time
Number of Positions:	1
Rate:	\$69,576 to \$79,930.50
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:	Director, Health Services
Posting Date:	November 16, 2023
Application Deadline:	December 1, 2023
Location:	800 Bay Street, Toronto, ON

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.

Mental Health and Addictions Case Management and Housing Support in Downtown Toronto provides 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 the Ontario Common Assessment of Needs (OCANs).

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

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

We offer a (high-energy/learning/caring/supportive/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 Senior Manager of Mental Health and Addictions Case Management and Housing Support is responsible for meeting funder and FV program quality and output expectations; and day-to-day operations, including risk management, staff support, supervision, performance improvement planning, and coaching.
- Provide weekly and strong clinical supervision and presence to teams including support, feedback, and leadership with clinical assessment (OCAN), care coordination, and client transitions/discharge.
- Ensures implementation of the FV Community Model of Care.
- Supports staff with their wellness plan and Safe and Effective Use of Self.
- Assist staff with care planning for clients and engage in regular joint visits to clients to ensure sound assessments and provide support.

- Increases the accessibility, relevance, and responsiveness of other services, supports, and resources to Fred Victor's client group through community involvement activities.
- Oversee the development and implement a facilitative management model that reflects the principles and objectives of a client-centered, approach and fosters client involvement.
- Participate in budget planning and provide oversight of operational budget & accomplish financial goals and report periodically to the Director on financial performance.
- Works closely with FV Housing, Mainstay, TCHC, and CAMH to ensure gaps in services are reduced and clients' outcomes are optimized.
- Develop and foster a wellness-safe work environment.
- Ensure the organization's policies and procedures are carried out accordingly.
- Supports Director in operationalization of FV strategic plan.
- Engage in effective change management to ensure negative impacts on operations are minimized.
- Other duties as assigned.
- You will report to the Director of Health Services and supervise 7 FT staff in Team West, the Manager of Dan Harrison and George Street Partnership (indirectly 4 FT staff), and the regulated health professional.

What You Bring to the Team:

- Current membership in good standing with a Regulated Health Discipline Professional College in Ontario, a Master of Social Work Degree achieved or in progress. Knowledge and expertise accrued through experience, if demonstrated, would be considered.
- 3 years of leadership and management experience
- 5+ years of experience in service provision experience in the community mental health, addiction & housing sector/ system.
- Demonstrated Strong background in community mental health.
- Demonstrated effective and innovative leadership, critical thinking, problem-solving, and judgment skills Knowledge and skill in program development.

What Sets You Apart:

- Strong command of clinical practices and care models.
- Embracing a philosophy of trauma-informed care and applying diversity, equity, and social determinants of health and inclusion principles to all areas of your work.
- Work collaboratively with partners and are a leader in the provision of mental health support to a variety of populations.
- Well-developed interpersonal skills that will facilitate effective, productive, and appropriate relationships with the client group, partner agencies, and staff of FVC.
- Proven ability to stay informed of evidence-based and emerging practices and the changing needs of sectors being served and ability to foster an environment of service excellence and clinical competence.
- Experience managing programs, preparing, and monitoring budgets, and reporting.
- Applied computer skills (Microsoft Word, Excel, and Internet).
- Ability to communicate in another language.
- Demonstrated ongoing professional development and continuing education
- Previous management experience in a unionized environment and knowledge of collective agreements preferred.
- Well-developed ability to prioritize work through short- and long-term goals and remain flexible in reaching those goals.

Compensation and Benefits

- For the Senior Manager, Mental Health and Addictions Case Management and Housing Support, Fred Victor offers a salary range of \$69,576 to \$79,930.50
- 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 December 1, 2023 to vmilinkovic@fredvictor.org with (Senior Manager, MHA CM and Housing Support) 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.