

INTERNAL/EXTERNAL

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| Job Title: | Mental Health Case Manager |
| Position Type: | Bargaining Unit, Reduced 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: | 22.5 hours per week |
| Supervisor: | Senior Manager, Housing Access and Support Services |
| Posting Date: | March 20, 2024 |
| Application Deadline: | April 3, 2024 |
| Location: | 2660 Eglinton Ave. East-Mid-Scarborough Hub & various locations where the work with clients is done |

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 Mental Health Short-Term Intensive Case Management Program is a community mental health program that provides direct service to homeless individuals living with mental health, substance use challenges and other complexities in the East-Mid-Scarborough shelter system. The work is client directed and done in partnership with the client. Our work is grounded in the lived experience of the clients and the communities we serve and the principles of anti-racism, anti-oppression, equity, social determinants of health, and service excellence. The position works within a Critical Time Intervention Model, Strength Based, Recovery and Housing First framework.

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

We offer a caring and 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:

The Mental Health Case Manager provides both on site and community-based assessment and short term case management services to individuals living in various physical distancing shelter programs. Our services are short-term and intended to address clients immediate needs and to connect individuals to long-term supports if required.

As a Mental Health Case Manager, you will:

- Conduct assertive outreach, assessment, and ongoing support to homeless clients with serious mental health issues.
- Engages effectively with individuals experiencing serious mental health issues and/or addictions, cognitive difficulties, brain injury or primary health care issues.

- Provides regular contact in the community with all assigned clients at a frequency determined through negotiation with each client and based on their needs.
- Engages clients to assess their goals, needs and strengths.
- Develops, implements, and monitors crisis prevention/intervention plans in partnership with clients.
- Assists clients to identify and manage symptoms and develop effective coping skills.
- Establishes and maintains positive working relationships with other service providers, professionals and partnering agencies.
- Maintains client records accurately and within expected time frames, in accordance with agency policies and procedures.
- Maintains the privacy and confidentiality of all client information according to agency policy.
- Other duties as outlined in the job description or/and assigned by the Program Manager or Director.
- Submits time sheets, expense claims and other required information in accordance with agency policies and procedures.

What You Bring to the Team:

- A degree/diploma in health care/social services or other related field with a minimum of three years relevant experience in the mental health and addiction sectors
- Experience working with individuals experiencing homelessness and experience with the Housing First framework.
- Demonstrated knowledge of clinical practices and care models.
- Excellent interpersonal skills, sound knowledge of supportive counseling skills and the ability to form relationships with marginalized individuals.
- Knowledge of concurrent disorders and experience with harm reduction strategies and the continuum of addiction services.
- Knowledge of community resources for mental health and substance use, housing, supportive housing, and shelter system.
- Must hold a valid driver's license, vehicle and insurance, as travel is required.

What Sets You Apart:

- Works cooperatively with team members, shelter staff, hospital personnel, other service providers and other stakeholders to better meet client's needs.
- An understanding of Anti-Black Racism, anti-oppressive/anti-racism perspective in the context of the social determinants of health when working with clients and their support networks.
- Ability to recognize and identify situations where incidents of and imbalance of power and privilege may occur and can result in possible negative impacts for the client.
- Lived Experience
- Ability to work from a trauma informed/client-centred/harm reduction/housing first
- Demonstrated ability to follow policies, procedures, and adhere to legislation.
- Ability to exercise good judgment.
- Applied computer skills (Microsoft Word, Excel, and Internet).
- Ability to use Pirouette software.
- Ability to communicate in another language.

Working Conditions:

The Mental Health Case Manager is expected to meet clients outside of the office and in the community. Visits are provided where the clients reside or other locations in the community, which requires physical activities such as significant travel, frequent stops, getting in and out of the car and climbing stairs. Accompanying clients to appointments is an expectation of the position.

Compensation and Benefits:

- For the Mental Health 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 March 8, 2024 to jmcclement@fredvictor.org with 'Mental Health Case Manager - Scarborough' in the subject line.

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

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.