



fred victor

Helping people rebuild their lives

INTERNAL/EXTERNAL

Job Title:	Mental Health and Addictions Case Manager
Position Type:	Bargaining Unit, Full Time, 6 Month Contract
Number of Positions:	1
Rate:	\$28.68 per hour
Vacation:	7% Vacation Pay
Hours:	37.5 hours per week
Supervisor:	Manager, Dan Harrison George St. Partnership
Posting Date:	July 8, 2024
Application Deadline:	July 16, 2024
Location:	800 Bay Street and other locations where service is delivered in Toronto

Why Fred Victor?

For 130 years, Fred Victor has been a leader in helping people rebuild their lives in Toronto. Our mission is to improve the health, income and housing stability of people experiencing poverty and homelessness. We are committed to ending homelessness, one person at a time.

The Mental Health and Addictions Case Manager provides Intensive Case Management and Short-Term Case Management services to people living at 251 Sherbourne St. or 291 George Street who may be 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 include: poverty, legal issues, issues of housing stability, trauma, violence, language barriers, settlement issues, medical issues etc. The DHG case managers work closely and collaboratively with the tenants/clients, Toronto Community Housing, Home and Community care Support services, CNH and other service partners. This Program uses an Intensive Case Management, Recovery and Strengths based harm reduction model of service delivery in addition to short term case management strategies.

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 22 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 clients experiencing mental health and addictions issues to tenants at 251 Sherbourne St. and 291 George St.
- Work with Home and Community care Support services, Toronto Community Housing, Fife House, The Neighborhood Group and other Program Partners collaboratively utilizing the recovery 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.

- 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 counselling 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 supports 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 is required in 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 and addictions challenges and, or, or concurrent disorders.
- Demonstrated knowledge and understanding of the impact determinants of health have on the individual, the family, the community, and the health care system.

What Sets You Apart:

- Interpersonal skills, patience, persistence, tolerance, good judgment, ability to engage and develop rapport with a wide range of personalities.
- Ability to set limits fairly and consistently while maintaining appropriate boundaries.
- Acquired training on de-escalation/crisis management.
- Familiarity with Case Management Standards and practice is essential.
- Excellent supportive counselling 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 behaviors and situations
- Occasionally required to deal with bodily fluids
- Regular exposure to unpleasant odors and noise.
- Possible exposure to bed bugs, mice, and cockroaches
- Occasional exposure to 2nd hand smoke
- Occasional exposure to inclement weather
- May be required to lift at least 25 lbs
- Any other duties assigned by the supervisors.

Compensation and Benefits

- For the Mental Health and Addictions Case Manager, Fred Victor offers an hourly rate of \$28.68
- 7% vacation pay
- 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 July 16, 2024 at 5:00 pm to vnaluyange@fredvictor.org with "Mental Health and Addictions Case Manager" 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 accommodation whenever requested. Information received relating to accommodation requests will be treated with confidentiality.