INTERNAL/EXTERNAL

Job Title:	24-Hour Services Mental Health and Addictions Case Manager
Position Type:	Bargaining Unit, Full-Time, Permanent
Number of Positions:	**1**
Reason for Posting:	Existing Vacancy
Rate:	$29.40 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, 24-Hour Services
Posting Date:	October 30, 2026
Application Deadline:	Until Filled
Location:	701 Fleet Street, 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.

Fred Victor's 24-Hour Respite Program was specifically designed to provide shelter and support for chronically homeless women, men, couples and pets many labeled as "hard to serve" and having difficulty maintaining shelter elsewhere.

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 75 programs and 25 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:

<u>Housing:</u>

- Assist clients in developing case management plans with goals to achieve while residing at the respite and arrange regular case plan meetings and check ins
- Assist clients in search for housing, housing applications, negotiating with landlords, and coordinating referrals for furniture plan
- Support clients in maintaining housing by reducing the risk of eviction and in liaising with Toronto Housing and other credit payment management, as required
- Support clients with their medical and health care services including processing applications for family doctors, doctor referrals and follow up communications
- Assist clients by coordinating care with service providers
- Assist clients in filing taxes and advocate for negotiations with CRA, as required
- Participate in monthly case manager's meetings conducted by the City of Toronto

- Attend, participate and present at the clinical supervision meetings
- Generate monthly and quarterly statistical reports
- Oversee shelter transfer requests

Harm Reduction:

- Implement harm reduction, client-centered recovery philosophy and community service delivery.
- Conduct community outreach and advocacy: identify housing opportunities for harm reduction community.
- Foster engagement with harm reduction programs including workshops and social activities
- Harm reduction kit ordering, making, storage and distribution.
- Ensure safe disposal of used harm reduction equipment in accordance with established protocols.
- Provide overdose prevention education and support.
- Work with the Harm Reduction Committee, clients and peers to explore, support, and create opportunities for harm reduction programming and services.

Mental Health & Addictions:

- Ensure the overall mental health, well-being of clients.
- Liaise clients with community resources connected to the provision of mental health and addiction services.
- Assist clients with symptom management through the knowledge of mental illness, and addictions.
- Implement trauma informed practices by ensuring the physical safety of clients and awareness of potential triggers to avoid re-traumatization.
- Collaborate with the creation of a predictable environment that allows clients to rebuild a sense of efficacy and personal control.
- Use a strengths-based approach, focused on skills building to further develop resiliency.

Service Plan Monitoring and Organization:

- Review and adjust goals from the perspective of both the member and worker, as well as member satisfaction with service and achievements.
- Record client notes, intake forms, and discharge plans in accordance with Toronto Shelter Standards and FVC's policies and procedures.
- Report in writing: all accidents, injuries, and occurrences and other reports as requested
- Collect data, including: clients' demographics, service statistics, and goal achievement, as well as other systems that may be developed.
- Provide appropriate referrals, information and advocacy to other support services to assist clients to meet the goals outlined in their case plans.

Program and Services:

- Provide staff back-up for any agency programs and daily routine activities as needed.
- Work in cooperation with other staff clients in the provision of efficient and coordinated services.
- Process client intakes, transfers and support clients with daily needs.
- Responsible for resolving client's complaints when appropriate, including timely follow up
- Lead and support external agency staff while they are onsite delivering support services to clients.
- Ability to participate side by side with individuals to accomplish tasks and develop meaningful activities
- Conduct crisis interventions, de-escalate potentially violent situations, practice conflict resolution and able to conduct group facilitation.
- Communicate and demonstrate appropriate professional boundaries with clients, staff, and community partners and abide by all the Fred Victor Centre's policies and procedures.
- Work in accordance with the Ontario Occupational Health and Safety Act.
- Participate in regular meetings and evaluations with Program Manager/Senior Manager.
- Observe work related requirements such as punctuality, attending staff meetings, meeting deadlines and working with or without direct support.
- Other duties as required.

What You Bring to the Team:

- Educational background in social services with a mental health and harm reduction focus, including continuing education aimed at deepening practice in working with vulnerable individuals.
- Minimum 2-year experience working with people living with serious mental health/substance use issues, as well as, people who have experienced violence and social isolation.
- Knowledge and prior work experience in the supportive housing and homelessness sector and empathetic understanding of the issues facing marginalized women living with impacts of poverty, social isolation, mental illness, abuse, trauma and/or substance abuse/misuse issues.
- Knowledge of substance use and addictions, specifically injection drug use, through a combination of lived experience, work experience, and/or education/training.
- Knowledgeable in harm reduction principles as well as proven experience with overdose prevention, response and training in/experience with Naloxone administration.
- Experience in providing life skills coaching with commitment to mental health recovery principles.
- Lived experience of mental health challenges, homelessness, and/or the effects of poverty is an asset.
- Knowledge of community-based resources and services, and experience of supporting individuals to navigate the service system across multiple sectors such as housing, legal, income support, health and settlement.
- Awareness of and sensitivity to the health issues of a diverse community and experience working with disenfranchised populations.
- Commitment to community development practices, including understanding that people living on a low income are a resource and have an important role in finding solutions to social challenges.
- An understanding of systems that cause and support homelessness, poverty and discrimination.
- Understanding of strategies that promote asset development and self-empowerment.
- Ability to develop effective and productive relationships with program participants, co-workers and external agencies including defining roles and implementing multi-disciplinary team practices.
- Possess strong skills in crisis intervention and conflict resolution, able to utilize sound problem solving and decision making skills under pressure and create and implement creative solutions.
- Must be available for shift work.
- Experienced with data management, recordkeeping and computer literacy.
- Strong communication skills, both written and oral.
- Administrative and organizational skills including literacy in Word, Excel, Outlook, Windows, Pirouette and SMIS.

Compensation and Benefits:

- For the **24-Hour Services Mental Health and Addictions Case Manager**, Fred Victor offers $29.40 per hour
- 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

Internal employees who are interested in this opportunity are encouraged to apply through ADP by navigating to **Myself > Talent > Career Centre**. External candidates may apply using this link: Fred Victor ADP Career Centre or by scanning the QR code:

Please note that we are currently soft-launching our new online hiring system through ADP. During this transition, not all job postings are available in the system yet. We appreciate your patience as we work through this transition. As part of the application process, applicants are asked to upload their resume and a cover letter as one document describing their interest in joining the Fred Victor team

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