INTERNAL/EXTERNAL

Job Title:	Mental Health Case Manager – Hostel Outreach Program (HOP)
Position Type:	Full-Time, Bargaining Unit, 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, Mental Health & Addiction Housing First Program
Posting Date:	November 3, 2026
Application Deadline:	November 13, 2026
Location:	800 Bay Street with travel throughout the community

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 Hostel Outreach Program (HOP) is a community-based mental health program in Toronto for homeless or under-housed women with significant mental health and concurrent disorders. HOP uses a Critical Time Intervention case management model to provide mobile services in areas such as symptom management, independent living skills, housing stabilization, money management, community integration, employment linkage, benefits establishment, and connection to substance abuse, primary and mental health care, legal, and other services to achieve treatment goals.

The Mental Health Case Manager offers Critical Time Intervention services to homeless women struggling with severe mental health and substance use challenges, and additional issues like poverty, legal problems, trauma, violence, language barriers, settlement issues, and medical concerns. This program employs harm reduction, housing first, recovery, and strengths-based service delivery models.

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 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:
- Providing outreach, assessment and ongoing support to homeless women with serious mental health challenges.
- Providing Initial and ongoing assessment of clients' needs and goals in the areas of mental and physical health and wellness, suicidality and other elevated risks of harm, psychological distress, medication management,

symptom management, food security, housing, daily living skills, income, employment, social/recreational, education, relationships, immigration experiences, and any other area defined as relevant by the client.
- Developing collaborative partnerships with housing workers, city shelters, hospitals, local behavioural health organizations as well as any pertinent referral sources for homeless women dealing with MH &/or CD challenges.
- Utilizing a Housing First approach to work with homeless women to ensure rapid housing placement & stabilization.
- Working collaboratively with other multi-disciplinary professionals to ensure clients' success.
- Developing, implementing and leading Coordinated Care Plans as per Health Links guidelines.
- Coaching the client to develop a wide range of independent living skills, including, cooking, household maintenance, shopping, tenancy management, money management, social and interpersonal skills, etc.
- Providing trauma informed counselling to manage emotional distress and to assist clients to develop tools and skills to self manage distressing emotions.
- Assisting clients to identify and achieve their goals.
- Assisting clients to use problem-solving skills.
- Assisting clients to develop a supportive network.
- Using conflict resolution and crisis intervention skills as needed.
- Maintaining program and agency documentation as per FVC's policies.
- Maintaining confidentiality as per "Personal Health Information Protection Act" (PHIPA) and FVC policy.
- Working with the Manager to utilize supervision appropriately.
- Participating in agency and other meetings and initiatives as required.
- Promoting the values, vision and mission of FVC.

What You Bring to the Team:
- Degree/Diploma in Social Work, Social Sciences, Health, or related field with 2 years' experience in homeless services, mental health, substance use, or working with vulnerable populations.
- Knowledge and experience in advanced case management techniques: critical time intervention, harm reduction, crisis intervention, and motivational interviewing.
- High tolerance and understanding for individuals with urgent, complex health needs.
- Ability to work independently and in a team, exercising mature judgment.
- Strong understanding and commitment to social justice, equity, anti-racism, and anti-oppression practices.
- Effective collaboration with professionals from various disciplines.
- Knowledge of the Mental Health Act and intervention processes for risk of harm situations.
- Understanding of PHIPA and relevant privacy legislation related to health information.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook); experience with Pirouette, OCAN, and IAR is an asset.
- Strong verbal and written communication skills.
- Personal experience with the mental health system is an asset.
- Ability to speak a second language is an asset.

What Sets You Apart:
- Strong interpersonal and relationship-building skills.
- Proficient in Windows, MS-365 suites, and client information systems.
- Valid First Aid/CPR Certificate and CPI – Non-violent Crisis Intervention.
- Capable of working under pressure and independently with minimal supervision.
- Mindful of personal and others' well-being, able to communicate healthy boundaries.
- Competent in trauma-informed, client-centered, harm reduction, and housing-first frameworks.
- Adherence to policies, procedures, and legislation.
- Good judgment in assessing risks and determining appropriate interventions.
- Flexible with work hours, including evenings, overnights, weekends, and holidays.
- Prepared to interact with individuals in crisis, potentially ill, using substances, or neglecting personal health and safety. Ready to respond quickly to crisis and potentially hostile situations.
- Provides services in various settings, adhering to health and safety policies.

Compensation and Benefits:

- For the Mental Health Case Manager– Hostel Outreach Program (HOP), Fred Victor offers a pay rate of $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:

Send your resume and an email describing why you want to be part of the Fred Victor Team by November 13, 2026, to Veronica Lopez at vlopez@fredvictor.org with "**Mental Health Case Manager – HOP"** 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.