

**MENTAL HEALTH AND ADDICTIONS CASE MANAGER  
AND COUNSELLOR**

West Neighbourhood House is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families and groups in the community to gain greater control over their lives and community.

The Meeting Place Drop-In is a program of West Neighbourhood House, which offers a safe and supportive environment to adults who are homeless/under-housed, living in poverty, are socially isolated and living with mental illnesses and/or addictions. The Meeting Place works to reduce the barriers to meaningful participation in society, and to challenge the broader society to transform conditions that create and maintain poverty and homelessness.

The Meeting Place is seeking an individual to work as part of a larger multi-faceted staff team in order to provide individual and group mental health and/or addiction counselling and supports to homeless and socially isolated and vulnerable adults.

**RESPONSIBILITIES:**

- Assess members' individual and/or group mental health and/or addiction service planning needs;
- Provide information and assistance or referral to other agencies and/or co-ordinate service delivery with other agencies;
- Provide coordinated care management with internal and external service providers;
- Manage individual member cases, service coordination and follow up on issues and immediate needs;
- Develop referral and follow-up plans;
- Liaise with pertinent mental health and addiction services and resources;
- Facilitate community linkages and partnerships specific to mental health and addiction needs;
- Maintain case notes and statistics, centralized files and electronic database records including OCAN;
- Help ensure the safe and comfortable operation of the drop-in through collaborative work with the staff team;
- Facilitate member participation in programs and advocacy initiatives;
- Provide information and referral support to members wanting to access mental health and addiction programs and supports, social assistance/income supports, health, legal and other systems;
- Participate in community based networks, education and advocacy initiatives related to issues affecting members;
- Identify members requiring individual support by developing strong relationships within the drop-in, and provide support in other appropriate contexts such as residential and day treatment programs, hospital, jail, income supports, housing/shelter environment;
- Ensure members receive appropriate service in larger community by providing accompaniment to community based and clinical appointments as necessary and appropriate, and advocate as needed for requirements such as residential and day treatment programs, housing, income support, health;

## Internal Job Posting

- Develop and lead group programs on topics relevant to lives of members;
- Assist in the preparation of statistical and written reports, and other documentation as required;
- Contribute to the life of the staff team through active participation in meetings, retreats, debriefings, program and other House-wide events.

### QUALIFICATIONS:

- Demonstrable skill in member/client assessment, counselling, crisis management, service planning and co-ordination, with adults who are socially isolated, low-income and homeless as attained through a University degree e.g. BSW;
- Current membership in the College of Social Workers is required;
- Minimum 3 years experience in direct service delivery in addiction and/or mental health field;
- In depth understanding and direct experience in working effectively with issues related to poverty and homelessness, multi-racial and First Nations communities, substance abuse and mental health; and working with community members who have lived through historical violence and trauma;
- Extensive knowledge of the issues arising from disabilities, deteriorating mental/physical health and of the conditions which contribute to social isolation, discrimination and racism;
- Proven commitment to and understanding of anti-racism and anti-oppression;
- Experience in crisis intervention and conflict resolution;
- Demonstrable experience in case management and individual and systemic advocacy;
- Demonstrable knowledge and skill in member abstinence based and harm reduction modalities;
- Proven ability to plan, lead and facilitate recovery based group work with emphasis on addictions;
- Strong computer literacy, with database and word processing software, coupled with an ability to produce concise statistical and narrative reports;
- Experience with CAISI an asset.
- Comprehensive understanding of community based and mental health and addiction services in Toronto;
- Demonstrated experience working in a multi-disciplinary team, as well as on own, in an environment similar to a drop-in;
- Excellent organizational, communication and interpersonal skills;
- Verbal and written fluency in a second language found in the catchment area is an asset;
- Possession of a valid Driver's License is an asset;
- Ability to work evening and weekend hours as required.

**Status:** Permanent Full Time (bargaining unit position)

**Start Date:** ASAP

**Hours:** 35 hours per week (staggered shifts required, including every 4<sup>th</sup> Saturday and Wednesday evenings)

**Rate:** \$26.04 per hour (full benefits package after 3 months including 100% coverage for health and dental, no deductibles, \$750 annually for paramedics, 4 weeks vacation, paid sick time, long term disability, floater days, Multi-Sector Pension Plan)

## Internal Job Posting

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**Unit:** Adult Community Programs  
**Immediate Supervisor:** Manager of Case Management  
**Posting Date:** February 10, 2017  
**Closing Date:** February 17, 2017  
**Note:** West Neighbourhood House provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. Applicants should make their needs known in advance.

**Please submit your resume by 5:00 p.m. on the closing date to:**

Manager of Case Management  
588 Queen Street West  
Toronto, Ontario  
M6J 1E3  
[danielko@westnh.org](mailto:danielko@westnh.org)