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## Internal/External Job Posting

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### Manager of Community Health and Case Management

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. Our programs are delivered annually to approximately 16,000 people of all ages by a dedicated team of approximately 235 staff and over 1,000 volunteers.

Reporting to the Unit Director of the Older Adult Centre and the Unit Director of the Adult Community Programs, the Manager of Community Health and Case Management is responsible for managing frontline case management programs. This currently includes case management for seniors and for “street-involved” adults, many of whom have mental health issues and/or addictions. The Manager also is part of the management team responsible for representing the House and community served in healthcare system planning and collaborations.

#### Responsibilities:

- Represent West Neighbourhood House and the community in local networks, partnerships, sector groups, and funder tables in order to plan and implement holistic care centred on the population served and to further the mission of the House in the community;
- Directly supervise the Coordinator of Client and Family Services in the Older Adult Centre, two Mental Health and Addictions Case Managers and the Community Access Worker;
- Coordinate the delivery of case management in collaboration with both the Community Engagement Lead at the Meeting Place program and Coordinators in the Older Adult Centre;
- Assist the Unit Directors in supervising other staff in the provision of direct service through the resolution of day-to-day issues, recruiting, selecting and training new staff, facilitating team-building and supportive work environments, and scheduling;
- Provide regular and structured supervision as well as informal ongoing support to Case Managers as well as crisis management for frontline staff as needed;
- Assist both Unit Directors in program planning and evaluation, internal service quality policies/procedures, budget preparation, financial reports, funding proposals and funding reports;
- Lead efforts to further develop the delivery of case management across the organization by identifying and implementing opportunities for standardization, innovation, and integration;
- Ensure data quality of case management teams, analyze and report on data collected to identify trends and measure effectiveness of program delivery;
- Provide overnight on-call coverage as required;
- Assist with accreditation, in-House committees, House-wide events, joint initiatives between programs, and other activities and tasks as required;
- Participate as a member of the management team of the House, including coverage for other management staff, support for Board work, and other management duties.

#### Qualifications:

- Master’s in Social Work (M.S.W.) or equivalent education and training;
- Membership in the Ontario College of Social Workers and Social Service Workers is required;

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West Neighbourhood House is an equal opportunity employer. We thank all applicants, but only those candidates to be interviewed will be contacted.

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- Minimum 2 years supervisory experience at a management level, preferably in a community-based setting;
- Demonstrated knowledge and practice of the professional standards and legislated guidelines governing services for the elderly and vulnerable people;
- Excellent understanding of the Mental Health & Addictions sector, homeless services sector, and the Community Support Services sector (for seniors and people with disabilities) as well as the types of issues faced by diverse low-income adults and seniors, including trauma, lack of education, poverty, illness, substance use, oppression, social isolation or frailty;
- Ability to respond to urgent situations, crises, and shifting priorities while managing own stress and being attentive to stress of others involved;
- Commitment to collaboration and experience working in multi-disciplinary partnerships;
- Commitment to quality improvement and skills in program planning, use of data, and evaluation;
- Demonstrated interest in ongoing learning and training, curiosity, willingness to consider and participate in disruptive innovation, and strategic thinking;
- Excellent interpersonal and written communication skills with diverse stakeholders, including community members receiving supports, staff, volunteers, partner service-providers, funders and government officials;
- Knowledge of database and word processing software in a Windows environment is required;
- Knowledge of a second language relevant for the catchment area is an asset;
- Ability to work some evenings and weekends.

<b>Status:</b>	One Year Contract (non-bargaining unit)
<b>Start Date:</b>	May 1, 2019
<b>Hours:</b>	35 hours per week (including some evenings and weekends)
<b>Units:</b>	Older Adult Centre and Adult Community Programs
<b>Immediate Supervisors:</b>	Unit Director, Older Adult Centre Unit Director, Adult Community Programs
<b>Posting Date:</b>	March 28, 2019
<b>Closing Date:</b>	April 11, 2019
<b>Note:</b>	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.

**Interested in the position? To apply, please write us a letter sharing your motivations for taking on this position. In your letter, explain what you believe are the 2 most pressing issues facing diverse low-income Toronto residents and what you can do to address these issues. You're welcome to include pictures, drawings, or whatever you have to tell us about yourself. Please send your letter with your resume before 5:00 p.m. on April 11, 2019 to:**

Hiring Committee  
588 Queen St. W.  
Toronto, ON  
M6J 1E3  
or email: [dianade@westnh.org](mailto:dianade@westnh.org)