

Internal Job Posting

Community Mental Health Case Manager

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 NH 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.

West Neighbourhood House is actively seeking applications from Indigenous, Black and People of Colour, persons with disabilities, women and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.

West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.

Responsibilities:

- Provide timely and appropriate interventions to clients in their homes, shelter, office, or other appropriate setting.
- Provide suicide intervention if required.
- Provide case management/supportive counselling services (short and longer term) to clients from referrals received from Gerstein Crisis team and internally, including regular wellness checks.
- Assist and encourage the development of life skills, mental and physical wellness.
- Work collaboratively with clients to identify, develop, and fulfil the goals they identify as meaningful and relevant.
- Work collaboratively with colleagues and leadership and within a team environment.
- Work collaboratively with community partners including mental health, substance use, geriatric crisis and mental health and justice initiatives to maximize support of the client, ease movement through systems and help to create pathways to recovery goals.
- Arrange follow-up, linkages, and referrals to appropriate resources.
- Support clients with system navigation.
- Actively participate in data collection and analysis by documenting client interactions as per established policy and protocols.
- Participate in team meetings, reflective practice sessions, internal and external trainings, as required.
- Work will include travel in the community locations (visits, accompaniments).
- Job requires frequent physical demands (e.g. lifting, travel) and mental demands (attending to complex client needs).

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Qualifications:

- MSW and current membership in the Ontario College of Social Workers and Social Service Workers required.
- at least three (3) years of experience working in mental health, crisis intervention, substance use.
- a broad understanding of all the factors that impact an individual's mental health and well-being including the social determinants of health, trauma, poverty, and homelessness.
- a demonstrated capacity to provide mental health counselling, crisis intervention and utilize de-escalation strategies and interventions. Demonstrative knowledge in therapeutic modalities and experience in providing short term clinical support e.g. motivational interviewing.
- a demonstrated ability to provide suicide risk assessment and interventions using the ASIST model or a willingness to be trained.
- a demonstrated ability to work with issues related to substance use and concurrent disorders within a harm reduction framework.
- a demonstrated understanding of issues related to involvement in the Mental Health and Justice System.
- a demonstrated ability to adapt interventions to ensure equity, access, and accommodation.
- a demonstrated commitment to working through an Anti-Racist, Anti-Oppression, Trauma informed lens.
- a demonstrated ability to provide and adapt interventions to a diverse client group including Persons with Disabilities, Black, Indigenous, Racialized, LGBTQI2S+ and Neurodiverse communities.
- an extensive working knowledge of community supports available in the City of Toronto.
- a demonstrated capability to be flexible and to work under pressure.
- a demonstrated ability to work independently and collaboratively within a team.
- a demonstrated ability to work collaboratively with clients, community partners and service providers and make appropriate use of resources.
- a current and working knowledge of relevant legislation, including the Mental Health Act and P.H.I.P.A.
- strong organizational and time-management skills
- strong oral and written communication skills in English
- a demonstrated ability to navigate multiple computer and communication systems.

Status:	Permanent Full-Time (CUPE Local 3393 Bargaining Unit Position)
Start Date:	ASAP
Hours:	35 hours per week, Monday to Friday, 10 am – 6 pm with some extension of hours when needed on rare occasions.
Rate:	\$33.44 per hour plus benefits (4 weeks' vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
Unit:	Case Management
Immediate Supervisor:	Manager, Case Management Services
Posting Date:	May 1, 2024
Closing Date:	May 8, 2024

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

Manager, Case Management Services
588 Queen St. W.
Toronto, Ontario
M6J 1E3
jessicali@westnh.org