

### CASE MANAGER (DROP-IN)

**West Neighbourhood House** (West NH) 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.

**The Meeting Place Drop-In** is a program of West NH, 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. Reporting to the Manager of Case Management Services, The Meeting Place is seeking an individual to work as part of a larger multi-faceted staff team to provide support to homeless, housed and socially isolated and vulnerable adults.

**West NH 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 NH programs, or related programming from similar organizations, are also strongly encouraged to apply.**

**West NH 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:

- Embody anti-racist, anti-oppressive, equity-seeking practice in all aspects of work, including with participants, community members, volunteers, neighbours, West NH staff, stakeholders, networks, and others
- Provide Case Management support to individuals with substance use challenges using a Harm Reduction approach
- Assess individual needs/goals and implement a service plan.
- Provide enhanced counselling (not psychotherapy) to support mental health needs
- Provide information and referral services
- Manage individual cases, service coordination and follow up on issues and immediate needs;
- Facilitate community linkages and partnerships as per client need;
- Maintain case notes and statistics, centralized files and electronic database records
- Help ensure the safe and comfortable operation of the drop-in through collaborative work with the staff team
- Facilitate participant engagement in programs and advocacy initiatives

## External Job Posting

- Support individuals to develop and enhance life skills such as hygiene, healthy meal preparation, laundry, money management, communication and access to healthy food
- Participate in community-based networks, education and advocacy initiatives related to issues affecting members
- Contribute to the life of the staff team through active participation in meetings, retreats, debriefings, program, and other House-wide events.
- Conduct outreach in the local community in collaboration with the staff team to identify and support unmet needs of vulnerable community members
- Develop and lead group programs

### QUALIFICATIONS:

- BSW and Current membership in the Ontario College of Social Workers and Social Service Workers required or equivalent combination of education and experience as assessed by the OCSWSSW
- Demonstrable skill in assessment, supportive counselling, crisis management, service planning and co-ordination with adults who are at risk of homelessness, socially isolated, low-income, and may have significant mental health and substance use challenges
- Minimum 2 years experience working in the social service field
- Proven commitment to and understanding of anti-racism and anti-oppression, harm reduction and trauma informed practice
- Experience in crisis intervention and conflict resolution
- Strong computer literacy, with database and word processing software, coupled with an ability to produce concise statistical and narrative reports
- Ability to work some evening and weekend hours as required

<b>Status:</b>	Permanent Full-Time (CUPE Local 3393 Bargaining Unit Position)
<b>Start Date:</b>	ASAP
<b>Hours:</b>	35 hours per week (Tuesday-Saturday)
<b>Rate:</b>	\$28.07 per hour (4 weeks vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
<b>Unit:</b>	Case Management
<b>Immediate Supervisor:</b>	Manager, Case Management Services
<b>Posting Date:</b>	February 22, 2024
<b>Closing Date:</b>	March 7, 2024

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

Hiring Committee  
588 Queen Street West  
Toronto, Ontario  
M6J 1E3  
[jobs@westnh.org](mailto:jobs@westnh.org)