

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

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 Coordinator of Case Management Services, The Meeting Place is seeking an individual to work as part of a larger multi-faceted staff team to provide individual and group mental health and/or addiction counselling and supports to homeless and socially isolated and vulnerable adults with a trauma-informed approach. This currently includes case management for “street-involved” adults, many of whom are underhoused, homeless, have mental health issues and/or addictions, history of trauma, facing gender-based violence and abuse.

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;
- 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 and Neighbourhood Care Teams;
- 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;

External Job Posting

- 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;
- Conduct outreach in the local community in collaboration with the staff team to identify and support unmet needs of vulnerable community members;
- 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;
- 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;
- 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;
- 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;

External Job Posting

- Experience with AlayaCare an asset;
- 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.

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| Status: | Permanent Full-Time (bargaining unit position) |
| Start Date: | ASAP |
| Hours: | 35 hours per week (alternating bi-weekly onsite and remote work required Tuesday-Saturday) |
| Rate: | \$27.51 per hour (4 weeks vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months) |
| Unit: | Adult Community Programs |
| Immediate Supervisor: | Acting Coordinator, Case Management Services |
| Posting Date: | December 3, 2021 |
| Closing Date: | Ongoing recruitment. Resumes will be considered as they arrive. |
| Note: | All West Neighbourhood House employees are required to be fully vaccinated as a condition of hire in accordance with the West Neighbourhood House Covid-19 Vaccination Policy |

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

Hiring Committee
588 Queen Street West
Toronto, Ontario
M6J 1E3
jobs@westnh.org