

MENTAL HEALTH AND HARM REDUCTION CASE MANAGER AND COUNSELLOR (CONTRACT)

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, and has provided essential services from the onset of the COVID-19 pandemic. 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 two larger multi-faceted staff teams, 3 days a week on site at the Meeting Place and 2 days a week at the Etobicoke COVID Recovery site, in order to provide mental health and/or addiction case management supports and counselling to homeless and socially isolated and vulnerable adults.

RESPONSIBILITIES:

- Assess members'/clients' individual and/or group mental health and/or addiction service planning needs;
- Conduct clinical, psychosocial assessments using the Ontario Common Assessment of Need (OCAN) to develop strength-base individual care/service plans;
- Oversee individual case management, service coordination, crisis intervention;
- Provide and coordinate service delivery with internal and external service providers (Coordinated Care Management);
- Provide information and assistance or referral to other agencies and/or co-ordinate service delivery with other agencies and community partners;
- Manage individual member/client cases, service coordination and follow up on issues and immediate needs;
- Provide information and referral support to members/clients wanting to access mental health and addiction programs and supports, social assistance/income supports, health, legal and other systems, as well as 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;
- 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;
- Provide accompaniments to community based and clinical appointments as appropriate, and advocate as needed for requirements such as residential and day treatment programs, housing, income support, health;

External Job Posting

- Identify individual support needs 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;
- Contribute to the life of multidisciplinary teams through active participation in debriefings, meetings, retreats, program and other organizational events;
- Help ensure the safe and comfortable operation of the drop-in through collaborative work with the Meeting Place staff team;
- Maintain case notes and statistics, centralized files and electronic database records;
- Assist in the preparation of statistical and written reports, and other documentation as required.

QUALIFICATIONS:

- Demonstrable skill in strengths-based assessment and service planning/coordination, Harm Reduction/Addictions counselling, crisis management, with individuals 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 (OCSWSSW) **is required**;
- Minimum 3 years experience in direct service delivery in addiction and mental health field using a harm reduction framework;
- In depth understanding of 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, grief and loss and of the conditions which contribute to social isolation, discrimination and racism;
- Proven commitment to and understanding of anti-oppression and anti-racism;
- Experience in crisis intervention and conflict resolution;
- Demonstrable experience in case management as well as individual and systemic advocacy;
- Demonstrable knowledge and skills in both harm reduction and abstinence-based modalities;
- Experience in providing grief and loss supports;
- Strong computer literacy, with database and word processing software, coupled with an ability to produce concise statistical and narrative reports;
- Experience with AlayaCare database, OCANs and Addiction screening tools (e.g. GAINS Q3 MI ON) is a strong 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 and community health centre;
- Excellent communication, interpersonal, time management and problem solving 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 Saturday hours as required.

Status:	One-year contract
Start Date:	ASAP
Hours:	35 hours per week (3 days/week at the Meeting Place Drop-in and 2 days/week at the Etobicoke COVID Recovery Site)

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



External Job Posting

Rate: \$27.10 per hour (\$100/month travel allowance provided via Recovery Site partners)
Unit: Adult Community Programs
Immediate Supervisor: Coordinator of Case Management Services
Posting Date: November 23, 2020
Closing Date: December 7, 2020
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:

Hiring Committee
588 Queen Street W.
Toronto, Ontario
M6J 1E3
dianade@westnh.org