



CARE COORDINATOR/CASE MANAGER

1 Full Time Contract Position (1 Year)
INTERNAL/EXTERNAL POSTING

DATE: May 6, 2021

LOCATION: Mount Dennis Supported Housing, Toronto, ON

LOFT Community Services is a unique and dynamic charitable organization that supports people living with complicated issues such as mental and physical health challenges, substance abuse, poverty and homelessness. Serving over 5300 people and providing 1654 units of supportive housing last year, LOFT is one of Ontario's largest mental health service providers of its kind. In 2018 LOFT was a Nonprofit Employer of Choice™ Award (NEOC) recipient.

To help fulfill its mission, LOFT is hiring a **Care Coordinator/Case Manager**.

JOB SUMMARY:

As a Supported Housing Care Coordinator/Case Manager, you will be part of a team that assesses, identifies and facilitates support networks and linkages for isolated, at risk individuals living in designated Toronto Community Housing (TCH) buildings. You will implement outreach and community development activities for at risk tenants living with mental health and addiction challenges and provide support to identified individuals and TCH staff to maintain successful tenancies. You will also facilitate connections with primary care and community support services, create coordinated care /support plans with these individuals, and provides crisis intervention as needed in order to ensure a safe living situation. There will be a range of assistance and supports provided for clients to access these services.

***Note:** *A satisfactory vulnerable sector check (VSC) is a requirement of employment. Staff will be required to work in residents' rooms/apartment units and may therefore be exposed to secondhand smoke. Staff also may be required to work in various TCH buildings. This is a Monday – Friday work week, 40hrs per week**

QUALIFICATIONS:

- Completion of or working towards a diploma/degree in Social Work/Social Services/Human Services or equivalent.
- Minimum three years related experience in providing support to vulnerable adults and/or seniors with special needs including mental illness, addictions, complex physical health challenges and severe social isolation.
- An excellent understanding of harm reduction, recovery and psychosocial rehabilitation principles, the therapeutic relationship, and an ability to come to an agreement with clients on goals/priorities.

- Crisis intervention skills, with well developed problem solving abilities and interpersonal skills.
- Group counselling related to mental health, addictions and related issues.
- Good oral and written communication skills and computer literacy, including MS Word and Excel.
- Counselling and responding skills.
- Creativity and flexibility to approaches.
- Knowledge of community resources and support.
- Ability to work effectively as part of a team and interact with workers from a variety of agencies.
- Strong assessment skills.
- Valid drivers' license to transport clients in vehicles (LOFT owned and/or personal vehicle).
- Knowledge of other languages is an asset.
- Understanding of cultural competency and anti-oppression framework.
- Reflective of a multi-barriered group, as serviced by the program, a strong asset.

TO APPLY: Send resume with cover letter to Human Resources, **Email:** hr@loftcs.org

LOFT Community Services is committed to fostering an inclusive and accessible environment and dedicated to building a workforce that reflects the diversity of the community in which we live and serve. LOFT is committed to making employment opportunities accessible in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. Requested accommodation will be provided in all parts of the application and hiring process by contacting humanresources@loftcs.org or (416) 979-1994.

We welcome and encourage people from equity-deserving communities and intersecting identities to apply for this position.

PLEASE INCLUDE: "CARE COORDINATOR/CASE MANAGER - MD" IN THE SUBJECT LINE OF ANY EMAILS.

CLOSING DATE: May 16, 2021