



Case Manager

1 Full Time Permanent Position
EXTERNAL POSTING

DATE: September 23rd, 2022

LOCATION: Toronto, ON – CATCH (Coordinated Access to Care for the Homeless)

COMPENSATION: \$52,015 to \$62,634 Annually Prorated

CONTRACT DURATION: Until March 31, 2023 (6Months)

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 approximately 10,000 annually and providing 1,733 units of supportive housing last year, LOFT is one of Ontario's largest mental health service providers of its kind.

LOFT stands for Leap of Faith Together. Our employees have an opportunity to take calculated risks and lead the way in the creation, implementation and evaluation of system-wide solutions. We work hard. We care passionately. We celebrate. Our staff are the key to our success. LOFT is recognized as a Nonprofit Employer of Choice™ Award (NEOC) recipient and we believe that our LOFT culture is at the core of everything we do.

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

JOB SUMMARY:

The Case Manager provides direct service to homeless individuals with complex needs. The position provides outreach and hands-on interim case management services to assist individuals with connecting to resources necessary to increase their quality of life. The role typically includes outreach, assessment, service-planning, linking, crisis management and program evaluation.

This position has been created by Inner City Health Associates in an effort to coordinate access to care for homeless clients in Toronto. The Case Manager will work with one or more downtown hospital emergency rooms and other downtown social service agencies to help connect homeless clients to appropriate health services. Emergency room social workers and other frontline workers will identify homeless people with complex needs - mental health, substance use as well as physical health issues - and will refer to appropriate resources in the community for follow up. After the client is matched to a

clinic or program for aftercare, the case manager will assist with connecting the clients to the supports they need, and provide assessment and transitional case management. The Case Manager will work with Inner City Health Associates to help address clients' needs comprehensively.

The successful candidate will have excellent outreach, assessment and case management skills, and the ability to work independently as well as to work within a team. Initiative, flexibility, and creativity are very important, and the ability to speak other languages besides English is an asset as well. Experience with the aboriginal community and lived experience of homelessness, substance use or mental illness is also considered an asset.

KEY RESPONSIBILITIES:

- Engages effectively with these individuals in order to assess needs and desires for change
- Assesses risk to clients themselves and others on an ongoing basis
- Uses a psychosocial rehabilitation and recovery model when appropriate to engage clients in a case management process
- Engages clients in working toward finding permanent housing
- Assists individuals to access a range of services in the broader community
- Advocates on behalf of homeless individuals in accessing appropriate services such as health care and financial supports
- Works cooperatively and professionally with other service providers
- Any other duties as assigned
- Keeps up-to-date records of client interactions, in accordance with agency policies and guidelines
- Maintains client files, timely documentation and follow-through on applications and other resources for clients
- Submits program related expenses, as per agency guidelines
- Actively participates in regular supervision, team meetings and peer support sessions

****Note:** All LOFT employees are required to be fully COVID-19 vaccinated as a condition of hire in accordance with LOFT's Vaccination Policy. A satisfactory vulnerable sector check (VSC) is also required.**

QUALIFICATIONS:

- A degree/diploma in a social services or health care field with a minimum of three years related experience
- Knowledge of psychosocial rehabilitation principles and practices, including an understanding of the philosophy of Recovery, and an ability to put these into practice
- Knowledge of psychiatric symptoms, treatment practices and medication issues
- Knowledge of the homeless services sector and issues which face homeless individuals
- Knowledge of the criminal justice system and how it impacts on mental health clients
- Knowledge of concurrent disorders and experience with the continuum of addiction services

- Sound assessment skills and the ability to conduct intake interviews
- Excellent interpersonal skills, sound knowledge of supportive counselling skills and the ability to form relationships with marginalized individuals
- Sound judgment and good problem solving skills
- Ability to structure time and develop work priorities independently
- Knowledge of community resources for health, mental health and substance use
- Ability to work closely with team-mate(s) and participate effectively as part of the larger community support and street outreach teams
- An understanding of culturally competent practices and an awareness of the issues related to providing services to a diverse population
- An understanding of the Mental Health Act and the processes for committing an individual
- Excellent documentation skills

PHYSICAL DEMANDS OF THE POSITION:

The Case Manager is expected to meet clients outside of the office. Visits are provided in the clients' homes or other locations in the community, which requires physical activities such as significant driving, frequent stops, getting in and out of the car and climbing stairs. Accompanying clients to appointments is an expectation of the position.

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 hr@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: "CATCH Case Manager (6M)" IN THE SUBJECT LINE OF ANY EMAILS.

CLOSING DATE: October 7^h, 2022.