



## **Case Manager**

1 Full Time Contract Position  
Internal/External

**DATE:** September 23<sup>rd</sup>, 2022

**LOCATION:** Toronto, ON – Community Case Management (CCM)

**COMPENSATION:** \$52,535- \$62,634 (Annually Prorated)

**CONTRACT DURATION:** 6 Months - Ending March 31, 2023.

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 LOFTy culture is at the core of everything we do

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

### **JOB SUMMARY:**

The Case Manager (CM) serves individuals with serious and persistent mental illness who require support to live in the community. The position provides hands-on case management services to assist individuals to make the changes in their lives that they desire in order to increase their quality of life. The CM works in partnership with clients to develop a recovery plan, based on the OCAN client self-assessment and the CM's OCAN full assessment. Following the principles of recovery, the CM also provides assistance with learning life skills, accessing community resources and supports, linking clients to appropriate services and developing a safe plan. The CM is also responsible for documenting interactions with clients and other relevant parties as required. There is driving involved and a car is required. Hours of work may include, on occasion, some early evenings.

## **EDUCATION, KNOWLEDGE AND SKILLS:**

- A degree/diploma in 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
- Knowledge of concurrent disorders and experience with the continuum of addiction services
- Knowledge of community resources for mental health and substance abuse
- Excellent interpersonal skills, sound knowledge of supportive counseling skills and the ability to form relationships with marginalized individuals
- Knowledge of the criminal justice system and how it impacts on individuals with mental illness
- Excellent judgment and good problem solving skills
- Excellent interpersonal skills with proven ability to work effectively at an individual, team and systems level
- Excellent organizational, documentation and time management skills, with the ability to structure time and develop work priorities independently
- Demonstrated ability to work within an anti-racism, anti-oppression framework
- Ability to speak a second language is an asset
- There is driving involved for the position and a car is required

**\*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.\*

## **SPECIFIC RESPONSIBILITIES:**

### Direct Service Responsibilities:

- Provide support and assistance to assigned clients experiencing serious and persistent mental illness through regular contact in the community at a frequency determined through negotiation with each client
- Complete a comprehensive assessment of the nature of each client's unique goals and needs through a collaborative, supportive and therapeutic relationship with each client and their support networks
- Provide guidance and assistance to each client in relation to the development of both a personalized Client Safety Plan and conducting an Ontario Common Assessment of Need (OCAN)
- Provide direct practical supportive counselling and assistance to clients in their pursuit of identified goals and needs such as:
  - Acquiring shelter, food, income, ID and clothing
  - Developing a healthy support network
  - Accessing primary health and psychiatric care

- Developing personal skills in the areas of budgeting, medication and symptom management
  - Developing harm reduction strategies in relation to substance use
  - Developing strategies for the pursuit of educational/vocational interests
  - Developing coping strategies and accessing/securing safe/affordable
- Develop, implement and monitor service care plans and crisis prevention/intervention plans in partnership with clients
  - Teach life skills (i.e. shopping, budgeting, household management, use of public transit etc.,)
  - Assist clients to identify and manage symptoms and develop effective coping skills
  - Assist clients with emergency and/or crisis needs as required/appropriate
  - Assist clients with accessing and coordinating other community resources, supports, services and appointments
  - Liaise with each client's support network members as appropriate and where client consent has been obtained
  - Provide services within an anti-racism/anti-oppression framework
  - Advocate on behalf of clients where appropriate and necessary
  - Establish and maintain positive working relationships with other service providers, professionals and partnering agencies
  - Establish effective relationships with family members where appropriate
  - Develop discharge plans in partnership with clients
  - Other duties as assigned by the Senior/Project Manager or Executive Director

### Indirect Service Responsibilities

- Maintain the privacy and confidentiality of all client and agency information at all times and in accordance to agency policies and procedures
- Record accurate, clear and concise client case notes in the agency's client database in accordance with agency policies and procedures
- Maintain the client paper file in an organized fashion
- Maintains the privacy, confidentiality and accuracy of information in shared solutions such as IAR, HPG for CHRIS and Better Care
- Submit monthly timesheets and expenses in accordance with agency guidelines
- Participate in partnership meetings as required
- Participate in team meetings, individual supervision, regular agency administration meetings and peer group meetings, providing input and ideas for improving services, efficiencies and ongoing program planning
- Take responsibility for identifying areas for professional growth and training, in conjunction with the Senior/Project Manager
- Participate in committees within the agency
- Provide back-up support to clients during staff vacations and/or other absences.
- Represents the agency at external workshops, inter-agency initiatives, staff training and other community-based activities

- Adhere to all agency policies and procedures and follow established applicable program guidelines, procedures and practices
- Comply with health and safety policies and procedures to ensure every reasonable precaution is taken for the protection of workers and clients and that health and safety concerns or incidents are responded to promptly
- Other duties as assigned by the Senior/Project Manager or the Executive

**PHYSICAL DEMANDS OF THE POSITION:**

- The CM is expected to meet clients outside of the office. Visits are provided in the clients' homes or other locations in the community such as hospitals and boarding homes, which requires physical activities such as significant driving, frequent stops, getting in and out of the car and climbing stairs. The CM may on occasion help clients in and out of the car and see them to their door. CM are exposed to all weather conditions as they spend much of their time travelling in their car. CM's may be exposed to second hand smoke.

**TO APPLY:** Send resume with cover letter to Human Resources, **Email:** [hr@loftcs.org](mailto: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](mailto: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: "Case Manager – CCM- 6M" IN THE SUBJECT LINE OF ANY EMAILS.**

**CLOSING DATE:** October 7<sup>th</sup>, 2022