



CASE MANAGER

1 Full Time Contract Position
EXTERNAL POSTING

DATE: September 23rd, 2022

LOCATION: Toronto, ON – MATCH (Multidisciplinary Access to Care and Housing)

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

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

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 serves individuals with serious and persistent mental illness, health and addictions issues who are homeless or recently housed. 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 position works within a Recovery and Housing First philosophy, to assess needs, develop a housing and service plan, secure desired housing, teach life skills, access community resources and supports, link to appropriate services and develop a crisis prevention/intervention plan. The position provides access to a range of team members including a psychiatrist who will work cooperatively to assess, plan, treat and support clients.

KEY RESPONSIBILITIES:

- Engages effectively with individuals experiencing serious mental health issues and/or addictions, cognitive difficulties, brain injury or primary health care issues
- Works in partnership with the CATCH and M-DOT programs which provide the majority of referrals to the New Integrated Team
- Provides regular contact in the community with all assigned clients at a frequency determined through negotiation with each client
- Engages clients to assess their desires, needs and strengths
- Develops, implements and monitors housing and service plans in partnership with clients
- Supports housing placement through the development of life skills (i.e. shopping, budgeting, household management, use of public transit etc.,) and/or resources
- Develops, implements and monitors crisis prevention/intervention plans in partnership with clients
- Assists clients to identify and manage symptoms and develop effective coping skills
- Assists clients with accessing and connecting to appropriate community resources, services and supports
- Assists client in developing work related goals and plans
- Provides supportive counseling and advocacy
- Establishes and maintains positive working relationships with other service providers, professionals and partnering agencies
- Maintains client records accurately and within expected time frames, in accordance with agency policies and procedures
- Maintains the privacy and confidentiality of all client information according to agency policy
- Other duties as assigned by the Program Manager or Executive Director

***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 health care/social services or other related field with a minimum of three years relevant experience in the mental health and addiction sectors
- Knowledge of psychosocial rehabilitation principles and practices, including an understanding of the philosophy of Recovery
- Demonstrated understanding and sensitivity to diversity issues
- Experience working with individuals experiencing homelessness and experience with the Housing First approach
- Excellent interpersonal skills, sound knowledge of supportive counseling skills and the ability to form relationships with marginalized individuals

- Knowledge of concurrent disorders and experience with harm reduction strategies and the continuum of addiction services
- Ability to structure time, develop work priorities independently, and meet program expectations with regard to documenting interventions
- Knowledge of community resources for mental health and substance use
- Knowledge of community resources for housing, supportive housing and shelter
- Ability to work closely with teammates and participate effectively as part of the larger program and organization
- Demonstrated excellent documentation skills
- A valid Ontario driver's license is a requirement for the position
- Valid Standard First Aid and CPR/AED

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

CLOSING DATE: October 7th, 2022