

*The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House*

## JOB OPPORTUNITY

**Job# TNG2024-83**

<b>POSITION TITLE:</b> Harm Reduction Case Manager (Drop-In)	
<b>DEPARTMENT:</b> Urban Health and Homelessness Services	<b>STATUS:</b> Full-Time, CUPE 7797
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATES:</b> N/A
<b>REPORT TO:</b> Supervisor, Case Management	<b>HOURLY RATE:</b> \$32.92
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** Responsible for short-term harm reduction, trauma informed case management services for individuals experiencing substance use issues and homeless/precarious housing. Focused on supporting individuals who are attending the Corner Drop-in, you support clients across a range of complex issues, including health, financial, housing, legal and life skills. As a member of the UHHS team, you will facilitate group programs to provide an enriched community setting, to decrease isolation and increase meaningful engagement. Using harm reduction approach, you will support individuals achieve their goals to increase overall stability and well-being. Working closely with individuals and external service providers by facilitating access to services like withdrawal management services, health and legal services, income supports, housing providers and community services. This position also provides community referrals and consultation to community agencies including partner programs.

### MAJOR DUTIES:

- Conduct intakes, assessment interviews to help participants identify goals and develop a case management plan
- Provide short term case management, coordinate supports, referrals and advocacy (relevant health issues, substance use, mental health, financial, employment, housing, legal and social supports).
- Maintain ongoing support in the community, home visits, accompaniments to appointments, institutional settings
- Monitor housing issues (rent payment, health and safety, housing standards) and liaise with landlords as required
- Work in partnerships with external services (withdrawal management, hospitals, law enforcement, housing providers)
- Connect clients with community supports based on their needs to help them achieve and maintain stability by engaging in support groups, life skills groups, social events and support engagement in volunteer Programs and Peer Initiatives
- Organize group programming that promotes harm reduction approaches, health, well-being and recovery
- Intervene and deescalate crisis situations and provide referrals to community supports as needed
- Active engagement in supervisions, team meetings and clinical consultations
- Maintain accurate case management records including assessments to meet funding and supervisor's requirements
- Adhere to PHIPA, TNG policies, including health and safety legislation and protocols
- Actively participate in research activities as required
- Represent the agency on appropriate coalitions and networks as assigned by supervisor

### REQUIREMENTS & QUALIFICATIONS:

- BA/BSW plus 2 years of experience in human services, preferably as a case manager or a combined equivalent of education, lived experience and/or significant related training
- Minimum 2 years' experience working with individuals living with complex substance use, mental health, histories of trauma and homelessness
- Experience, alignment and commitment to harm reduction approach with experience using principles in direct services
- Commitment to anti-racism and anti-oppressive practices
- Formal training in substance use and mental health is an asset
- Knowledge and commitment to trauma informed care
- Physically able to travel consistently throughout the city on transit
- Recent demonstrated knowledge/skills in assessment, crisis intervention and prevention, conflict resolution and negotiation skill
- Excellent written and verbal skills in English
- Self-directed, organized, and demonstrated supportive collaborative team work
- Certification in Conflict Prevention and Intervention or willing to be trained
- Proficient with MS Office, and web-based data entry for case management and time/labour.
- Familiarity with case management data bases (Catalyst, Pirouette, TREAT) and OCAN is an asset

**To apply, submit your resume with "TNG2024-83" in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement