

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# TNG2024-82

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

GENERAL DESCRIPTION: Responsible short-term mental health case management services for individuals experiencing complex mental health issues and homeless/precarious housing. The focus is on supporting individuals who are attending the Corner Drop-in, supporting participants with a range of complex issues, including health, financial, housing, legal and life skills issues. As a member of the UHHS team, you will facilitate various group programs to provide an enriched community setting, to decrease isolation and increase meaningful engagement. Using trauma informed approach, you will support individuals increase their stability and well-being. Working closely with the participant and external service providers, you will liaise with and coordinates access to services including mental health, substance use supports, health care providers, legal supports, income supports, housing providers and community services. Unique to this position is acting as liaison with the HOPE program, coordinating and supporting ODSP applications, including advocacy work and appeals.

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).
- Work with participants to identify and achieve self-directed goals
- 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 (psychiatrists, withdrawal management, hospitals, law enforcement, housing providers)
- Connect clients with community supports reduce isolation, help them achieve and maintain stability by engaging in support groups, life skills groups, social events and engagement in Volunteer Programs and Peer Initiatives
- Organize group programming that promotes health, well-being and recovery
- Intervene and deescalate crisis situations, develop safety plans 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 mental health, substance use, health issues, histories of trauma and homelessness
- Experience, alignment and commitment to trauma informed and harm reduction with experience using principles in direct services
- Commitment to anti-racism and anti-oppressive practices
- Formal training in mental health and substance use is an asset
- Knowledge and commitment to trauma informed care
- Physically able to travel consistently throughout the city on transit
- Demonstrated knowledge and skills in assessment, crisis intervention and prevention; conflict resolution and negotiation skill
- Excellent written and verbal skills in English
- Self-directed, organized, and demonstrates 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 "TNG2024-82" in the subject line of your email to: 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