

**JOB POSTING #0723.04
INTERNAL/EXTERNAL**

Position: Case Manager

Program: Homes for Good

Function: The Case Manager provides direct service to chronically homeless men with complex needs including mental health and substance use, to find and maintain housing. This position includes individual support based on client need.

Schedule: Full-time; 37.5 Hours per week; Monday to Friday

Salary: \$45,025.50- \$59,280 (Classification 3)

Location: 3313 Lakeshore West and in the community for client visits

Reports to: Team Lead, Housing Support Services

Responsibilities:

1. To conduct intakes and full assessments identifying client needs and possible barriers to safe, stable and permanent housing.
2. Work with the client to develop an individualized case management plan in support of long term housing and community stability.
3. Develop referring relationships with community services that may enhance client success through referrals/access to service.
4. Conduct regular house visits to determine quality of life and life skills and to reduce the risk of social isolation, when possible, developing program connections.
5. Work as a member of a two-person team when providing client services in the community.
6. Teach, coach and mentor clients in the areas of life skills, mental/medical health issues, substance use/harm reduction strategies, etc. as required
7. Work with team members to support, visit and advocate for clients in their home

contact@jhst.ca



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8. Participate in agency/staff committees as time allows.
9. Assist the agency in maintaining accessible, relevant, responsive and quality services.
10. Deliver services in a way that reflects the racial, cultural, linguistic, and gender specific needs of the community being served.
11. Meet with clients at a frequency to be determined based on assessment of needs and accurately record all meetings, goals, progress and activities of each client.
12. Accompany service users on public transit to referral destinations, medical appointments etc.
13. Produce and maintain logs, files, records or statistical information through the use of sufficient written and computer skills.
14. Ensure client confidentiality as per agency policy.
15. Ensure ongoing and open communication with colleagues and supervisors to afford the best outcomes for clients.
16. Perform daily program maintenance tasks including restocking supplies, preparing intake packages and relevant documentation, and keeping the site clean and neat.
17. Perform other duties as assigned

Qualifications:

- Community college diploma or B.S.W. or equivalent and a minimum of 2 years' experience in Housing Advocacy and Counselling
- Knowledge of criminal justice system
- Knowledge of Residential Tenancy Act
- Mediation skills to support with housing retention as required
- Experience supporting clients with mental health, substance use and complex issues
- Experience in Housing Outreach
- Strong crisis intervention, de-escalation and problem solving skills to intervene in conflict situations.
- Good written and oral communication skills
- Ability to work independently and as a team
- Thorough knowledge of community services and support programs for homeless men in Toronto (ex: substance use, mental health, social services etc.)
- Solid professional boundaries
- Must display a non-judgmental and anti-oppressive attitude.
- Familiarity and ability to support harm reduction approaches for people who use substances.
- Demonstrate knowledge and ability to practice micro skills, counseling and motivational interviewing techniques when liaising with peers and clients
- Recent criminal record check



This position will be covered under the Collective agreement between John Howard Society of Toronto and SEIU Healthcare.

The John Howard Society is an equal opportunity employer and a United Way anchor agency. If you require any accommodation during the recruitment process, please inform Human Resources.

Please submit all cover letters and resumes by email to careers@jhst.ca by **October 1st, 2023** at 11:59pm. Be sure to indicate the position in the subject line.

Applications will be reviewed as they are received; early applications are encouraged.

Only those selected for an interview will be contacted. Thank you