

## JOHN HOWARD SOCIETY OF TORONTO

### Employment Opportunity

#### Case Manager (2), Homeward Bound

- Function:** This position is to provide direct counselling and support to all residents in the Homeward Bound Program at 1669 Eglinton Avenue West. These staff members will encompass the education and employment experience to support individuals living with complex needs and chronic homelessness, revolving between justice system and homelessness. Monitoring of client care, community safety and community engagement.
- Program:** Homeward Bound
- Schedule:** Full-time, permanent 41.25 hours/week. (Morning, Afternoon, Overnight, Weekends and Statutory Holidays)
- Salary:** \$24.98/hr
- Start Date:** May, 2025
- Reporting to:** Team Leader, Homeward Bound

#### Duties/Responsibilities:

1. Maintain a counselling case load as a primary counsellor, in order to facilitate with each client a complete risk/needs assessment;
2. Develop, monitor and adapt a Mutual Agreement Program with each client based upon risk needs assessment;
3. To review referrals to program with Team Leader;
4. To attend Justice network case conferences as required;
5. Meet at a minimum once a week each of their clients and accurately record all meetings, goals, progress and activities of each client;
6. Ensure case files are maintained in compliance with agency and contract standards;



7. Demonstrate knowledge and practice of micro skills counselling and motivational counselling techniques when liaising with peers and clients;
8. Accurately record all behaviours and activities, both reported and observed, of all clients;
9. Be knowledgeable of community services that relate to the delivery of service in the setting;
10. During their shift will monitor and maintain all established program procedures and policies;
11. Complete Monthly Progress Reports and Progress Summary Reports on each of the clients on their caseload on a timely basis;
12. Establish rapport with family, referral worker, outside resources, and any other party who has legal involvement with the client;
13. Provide or take appropriate action to provide the client with special programs to meet their needs, consistent with the client's M.A.P. (Mutual Agreement Program);
14. Under the direction of their supervisor, organize, implement and/or deliver group or individual programs that are aimed at addressing identified needs of individuals or groups;
15. Utilizing cognitive-behavioural techniques assist the client in program needs including job skills, mannerisms, personal hygiene, problem-solving, assertiveness training, communication skills, values clarification, anger management and leisure skills;
16. Assume on-call responsibilities as appropriate;
17. Actively participate in developing and implementing systems (i.e. Forms, questionnaires etc.) which will facilitate the case management process;
18. Remain awake, alert and attentive and attentive to client needs at all times when on shift;
19. Perform other duties or assignments as directed by Team Leader or their designate.

#### Qualifications:

- University Degree in Social Work or Criminology, and/or combination of 5 years' experience;
- 3 years employment experience within the social services sector, specific to working with individuals with complex needs and homelessness;

contact@jhst.ca



(416) 925-4386



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Toronto, ON, M6E 2H4



(416) 925-9112



- 2 years counselling experience in criminal justice system;
- Experience in navigation of justice and social service networks;
- Experience working in residential setting considered an asset;
- Extensive knowledge of mental health and substance abuse programs and referral processes;
- Experience in ensuring culturally specific needs and programs are delivered when required – including relevant community referrals;
- Experience in development and delivery of CBT programs;
- Experience in assisting individuals to secure and maintain housing;
- Excellent documentation skills;
- Extensive knowledge of community resources;
- Demonstrate equivalency of experience and training will be considered;
- Intermediate-Advanced word processing skills are required;
- Criminal Record Check Vulnerable persons

This position is covered under the Collective Agreement between the John Howard Society of Toronto and SEIU Healthcare.

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

Please submit all cover letters and resumes by email to [vposada@jhst.ca](mailto:vposada@jhst.ca) by 11:59 on June 9th, 2025. 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.

