



**The Parkdale Activity-Recreation Centre:
"A community where people rebuild their lives."**

1499 Queen Street West
Toronto, ON M6R 1A3
Phone: (416) 537-2262
Fax: (416) 537-4159

www.parc.on.ca

Registered Charity: 129678231RR0001

Posting date: January 3rd, 2016
Closing date: January 17th, 2016

Interest Requirements: Cover letter & Resume

Job Title: Case Manager- POP office
Program: PARC Outreach Program- POP
Status: Short Term Contract- 10 months

Salary: \$46,000-\$52,000 annual remuneration

Reports to: Director of Housing and Outreach

SUMMARY

PARC's Case Management services works one-on-one with adults who have serious mental health and/or substance use challenges. Our services promote independence and encourage members to build a circle of care that meets their needs.

Duties:

- Provide one-on-one case management support for 15+ members including informal counseling, outreach, on-going assessment, goal planning, referral, development of support systems, system navigation, etc;
- Develop and implement care plan's (using the Ontario Common Assessment of Need OCAN);
- Support activities geared towards establishing and maintaining healthy lifestyles with particular emphasis on primary health care, mental health, community engagement, capacity-building, conflict resolution, crisis management and life skills;
- Establishes case management links with other resources, and assists clients in creating, maintaining and coordinating a circle of care;
- Collaborates with other systems, organizations and individuals from courts, probation, safe beds, hospital and community to ensure a well-coordinated service system;

- Identifies problems, possible solutions and collaborates for service improvement;
- Supports the client's desire for independence, dignity and Recovery goal setting;
- Case notes and statistic reporting in pirouette;
- Office coverage, and administrative functions;
- Work collaboratively with team to ensure high level of service;
- Assess functioning and resource needs in relationship to the client's primary goals;
- Complete required case notes, evaluations, and data entry reports in an accurate and timely manner;
- Stay informed of developments and research in mental health, substance use, housing and other relevant services/resources;
- Ability to conduct an intake assessment, collect collaborating data, and be aware of other service models and wait times to determine the program that will best fit the client's needs. Clients' not accepted into the POP Case Management Program are assisted in accessing other programs and supports that better match their needs.
- Participate in relevant training and workshops to support professional development and skill building.
- Other duties as assigned.

Qualifications:

- Bachelor of Social Work, or related discipline or equivalent;
 - 3-5 years (full-time) related experience in direct service delivery to adults with serious mental illness/substance use through case management;
 - Pirouette and OCAN proficiency a must;
 - A working knowledge of best practices with regard to mental health, substance use, harm reduction, trauma and the therapeutic relationship;
 - Must have excellent assessment, communication and organizational skills;
 - Must be able to use creative strategies to address systemic barriers / access community resources and improve the quality of life of people served;
 - Must have demonstrated the ability to provide personal support with empathic and caring skill;
 - Ability to work effectively in a high stress environment is essential
 - Strong ability to work within a collaborative team environment
 - Excellent problem solving, communication and interpersonal skills
 - Good time management skills and the ability to prioritize workload as needed
 - Familiar with professional standards of case notation, documentation, and assessment
 - Knowledge of and sensitivity to issues of gender, race, sexual orientation and multi-cultural issues is required
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- Fluency in a second language is an asset

Work Conditions/Hours:

- Work will be carried out mainly in the community, workers should be prepared to be in clients' homes, hospitals, community agencies, shelters, outside, boarding homes, etc;
- Travel is required via TTC or your own vehicle (mileage paid as per collective agreement);
- Employees work a minimum of 37.5 hours per week, primarily between the hours of 9am and 5pm. Flexibility regarding on-call responsibilities and work outside these hours are expected in consultation with the Director of Housing & Outreach;
- Interacts with client, family members, staff, visitors and other care providers;
- Physically and emotionally demanding pace due to high service demands / complex support issues;
- The pay range is from the collective agreement as the position is part of the bargaining unit.
- Parkdale Activity Recreation Centre promotes the principles of and adheres to the tenants of the Ontario Human Rights Code. We strongly encourage applicants with lived experiences, from Aboriginal communities, people of all races, colours, ethnic origins, religions, disabilities, and sexual orientations to apply. We recognize that equitable access to employment is an agent in social change.

APPLICATION PROCESS:

Email cover letter & resume to: Monica Melanson, Director of Housing and Outreach mmelanson@parc.on.ca

SUBMIT BY: January 17th, 2016

**A COMPLETE COPY OF THIS POSITION'S JOB DESCRIPTION IS
AVAILABLE UPON REQUEST**
