



**The Neighborhood Group – St. Stephen’s Community House  
INTERNAL /EXTERNAL JOB POSTING Job# TNG2021 - 02**

*Urban Health and Homelessness Services promotes the health and well-being of individuals living with substance use and mental health issues, by challenging stigma, advocating for change and providing responsive community programming.*

<b>POSITION TITLE:</b> Indigenous Trustee Case Manager	<b>STATUS:</b> Full Time Temporary (1 year contract)
<b>DEPARTMENT:</b> Urban Health and Homelessness Services	<b># HRS / WEEK:</b> 35
<b>REPORTS TO:</b> Case Management Coordinator	<b>Salary:</b> \$29.24/hr (equivalent to Band 10)
<b>POSTING DATE:</b> January 07, 2020	<b>CLOSING DATE:</b> until filled

**POSITION SUMMARY:**

Building on our well established voluntary trustee program, the Indigenous Trustee Case Manager position was created in response to a need voiced from the community we serve. This position provides culturally appropriate trustee case management for individuals who identify as Indigenous, are living with mental health and substance use challenges and are at risk of eviction.

**General Function:**

The position provides direct case management and financial trusteeship supports to Indigenous adults on a complete range of complex issues, including health, financial, housing, legal and life skills issues. Case managers provide extensive one-to-one supports to assist participants in identifying and achieving goals. Working closely with the client and external service providers involved, the Case Manager liaises with and coordinates access to services including substance use, mental health supports, landlords, health care providers, legal institutions, income supports, housing providers and community services.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Conduct intake and assessment interviews with participants.
- Provide culturally appropriate support to Indigenous trustee clients, completing assessments and support planning, financial trusteeship, case management and advocacy
- Work with clients to identify and achieve goals as identified by individual service users.
- Maintain ongoing support in the community, including home visits, office visits, accompaniments to appointments, and meetings in institutional settings.
- Monitor property issues (rent payment, health and safety, housing standards) and liaise with landlords as required
- Work collaboratively and develop strong partnerships with external service providers, such as withdrawal management services, hospitals, law enforcement agencies, and housing providers
- Connect clients with supports in the community based on their needs which will help them achieve and maintain stability, including support groups, life skills groups and social events.
- Organize group programming that promotes well-being and recovery

- Support client engagement initiatives within the agency
- Intervene and deescalate crisis situations
- Engage in the active team case management and clinical consultation meetings
- Maintain accurate records and complete reporting required by funders and supervisor, adhering to PHIPA and TNG-SSCH policies.
- Take part in research activities as required
- Represent the agency on appropriate coalitions and networks as assigned by supervisor
- Work regularly scheduled floor shifts in the drop-in
- Some evening and/or weekend work required

### **ORGANIZATIONAL RESPONSIBILITIES:**

- Prepare for and actively participate in supervision meetings with the supervisor, including establishment and evaluation of an annual work-plan.
- Follow all TNG-SSCH policies and program policies in the execution of duties.
- Attend meetings and other TNG-SSCH activities as assigned.
- Keep and maintain records required by program and supervisor
- Ensure confidentiality is maintained on all client and staff matters.
- Cooperate and participate with health and safety legislation and instructions for a safe and healthy workspace.

### **QUALIFICATIONS:**

- BA/B.S.W 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.
- Strong knowledge and awareness of Indigenous communities and culture
- Direct knowledge and experience working with urban Indigenous communities
- Experience, alignment and commitment to harm reduction.
- Minimum two years' experience with marginalized populations including clients experiencing mental health, substance use issues and homelessness
- Strong understanding, analysis and commitment to social justice issues, equity, anti-racism and anti-oppression knowledge and practices
- Physically able to travel consistently throughout the city on transit
- Recent demonstrated knowledge and skills in assessment, crisis intervention and prevention, conflict resolution and negotiation skills
- Excellent written and verbal skills in English.
- Proficient with MS Office, and web based data entry for case management and time/labour.
- Familiarity with Catalyst, Pirouette and the administration of the OCAN and/or GAIN is an asset
- Self-directed, organized, and demonstrated supportive team member abilities
- Certification in Conflict Prevention and Intervention or willing to be trained
- A current police record check is required for this position. A positive police record check will not necessarily disqualify an applicant.

**To apply, submit your resume and cover letter with "TNG2021-02" in the subject line of your email to  
E-mail: [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 and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirements*