



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#TNG2021-175

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.

POSITION TITLE: TCAT Case Manager	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Full-time, CUPE 2289
# HRS / WEEK: 35	CONTRACT DATE: n/a
REPORT TO: TCAT Coordinator	HOURLY RATE : Band 10, \$29.53/hr
POSTING DATE: September 10, 2021	CLOSING DATE: September 16, 2021

GENERAL DESCRIPTION: As a member of the UHHS department, this position provides direct case management supports to adults on a complete range of complex issues, including health, financial, housing, and legal and life skills issues. Working from a harm reduction, trauma informed perspective; case managers provide extensive direct one-to-one support, home visit and telephone contact to assist participants in identifying and achieving self-determined goals. Working closely with the client and external service providers involved, the Case Manager liaises with and coordinates access to services including substance use and mental health supports, landlords, health care providers, legal institutions, income supports, housing providers and other community services. As a member of the UHHS department, this position will provide support in the Corner drop-in as well, working closely with the integrated team. This position reports to TCAT Coordinator and is part of **CUPE Local 2289**.

MAJOR DUTIES:

- Conduct intake and assessment interviews with participants
- Complete detailed assessment, coordination of supports, referrals and advocacy on 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, 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

REQUIREMENTS & 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.
- Minimum 2 years' direct client experience working with individuals living with mental health, substance use issues, histories of trauma and homelessness
- Experience, alignment and commitment to harm reduction principles and practices
- Commitment to anti-racism and anti-oppressive practices
- Formal training in substance use and mental health is an asset
- Strong familiarity and commitment to trauma informed care
- 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

For a complete job description please contact Human Resources

To apply, submit your resume and cover letter with "TNG2021- 175" 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 expressions and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirements.