

*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- 248**

<b>POSITION TITLE:</b> Trustee Case Manager	<b>STATUS:</b> Regular Full-Time, CUPE 2289
<b>DEPARTMENT:</b> Urban Health and Homelessness Services	<b>CONTRACT DATES:</b> n/a
<b># HRS / WEEK:</b> 35	<b>HOURLY RATE:</b> \$29.53
<b>REPORT TO:</b> Senior Manager, Clinical and Case Management Services	<b>CLOSING DATE:</b> November 25, 2021
<b>POSTING DATE:</b> November 19, 2021	

**GENERAL DESCRIPTION:** The Voluntary Trustee Program seeks a skilled and committed individual to join our dynamic team in Urban Health and Homelessness Services department. This position provides a full range of case management, along with money management and trustee services. Working from a harm reduction perspective, this position supports individuals dealing with complex substance use, focusing on improving financial stability, housing stabilization, and an enhancing quality of life.

**General Function:** Case managers provide extensive one-to-one office, home visit and telephone supports to assist participants in identifying and achieving self-directed goals. Working closely with the participant and external service providers involved, the Case Manager liaises with and coordinates access to services including mental health and substance use supports, landlords, health care providers, legal institutions, income supports, housing providers and community services.

### MAJOR DUTIES:

- Conduct intake and assessment interviews with participants.
- Provide one-to-one assistance, case management and life skills education. Provide detailed assessment, support planning and advocacy on relevant health issues, substance use, mental health, financial, employment, housing, legal and social supports.
- 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 including the volunteer program and peer development initiative
- Intervene and deescalate crisis situation
- Engage in the active team case management and clinical consultation meetings
- Maintain accurate case management records and complete reporting required by funders and supervisor, adhering to PHIPA and TNG-SSCH policies.

### 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' experience working with individuals living with mental health, substance use issues, histories of trauma and homelessness
- Experience, alignment and commitment to harm reduction
- Commitment to anti-racism and anti-oppressive practice
- 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 skill
- Excellent written and verbal skills in English.
- Proficient with MS Office, and web based data entry for case management and time/labour.

**For a complete job description please contact Human Resources**

**To apply, submit your resume and cover letter with "TNG2021-248" 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 expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement