

### Community Mental Health Case Manager

West Neighbourhood House is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families, and groups in the community to gain greater control over their lives and community. Our programs are delivered annually to approximately 16,000 people of all ages by a dedicated team of approximately 235 staff and over 1,000 volunteers.

**West Neighbourhood House is actively seeking qualified applications from Indigenous, Black and People of Colour, persons with disabilities, women and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.**

**West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.**

#### Responsibilities:

- Provide timely and appropriate interventions to clients in their homes, shelter, office, or other appropriate setting.
- Provide suicide intervention if required.
- Provide clinical interventions within a partnership model with Gerstein Crisis Team and West Neighbourhood House internal clients, including regular wellness checks.
- Assist and encourage the development of life skills, mental and physical wellness.
- Work collaboratively with clients to identify, develop, and fulfil the goals they identify as meaningful and relevant.
- Work collaboratively with colleagues in aid of best client outcomes.
- Work collaboratively with community partners including mental health, substance use, geriatric crisis and mental health and justice initiatives to maximize support of the client, ease movement through systems and help to create pathways to recovery goals.
- Arrange follow-up, linkages, and referrals to appropriate resources.
- Support clients with system navigation.
- Actively participate in data collection and analysis by documenting client interactions as per established policy and protocols.
- Participate in team meetings, reflective practice sessions, internal and external trainings, as required.
- Work will include travel in the community locations (visits, accompaniments).
- Ensuring high data quality standards that contribute to evidence-based interventions.
- Providing supervisory support to Case Managers and/or students and/or volunteers.

## External Job Posting

- Job requires frequent physical demands (e.g. lifting, travel) and mental demands (attending to complex client needs).

### Qualifications:

- BSW and current membership in the Ontario College of Social Workers and Social Service Workers required.
- Minimum three (3) years of experience working in mental health, crisis intervention, substance use.
- Broad understanding of all the factors that impact an individual's mental health and well-being including the social determinants of health, trauma, poverty, and homelessness.
- Experience supervising staff and/or volunteers and/or students.
- Demonstrated capacity to provide high level mental health counselling, crisis intervention and utilize de-escalation strategies and interventions. Demonstrative knowledge in therapeutic modalities and experience in providing short term clinical support e.g. motivational interviewing.
- Demonstrated ability to provide suicide risk assessment and interventions using the ASIST model or a willingness to be trained.
- Demonstrated ability to work with issues related to substance use and concurrent disorders within a harm reduction framework.
- Demonstrated understanding of issues related to involvement in the Mental Health and Justice System.
- Demonstrated ability to adapt interventions to ensure equity, access, and accommodation.
- Demonstrated commitment to working through an Anti-Racist, Anti-Oppression, Trauma informed lens.
- Demonstrated ability to provide and adapt interventions to a diverse client group including Persons with Disabilities, Black, Indigenous, Racialized, LGBTQI2S+ and Neurodiverse communities.
- Extensive working knowledge of community supports available in the City of Toronto.
- Demonstrated capability to be flexible and to work under pressure.
- Demonstrated ability to work independently and collaboratively within a team.
- Demonstrated ability to work collaboratively and co-create with clients, community partners and service providers and make appropriate use of resources.
- Current and working knowledge of relevant legislation, including the Mental Health Act and P.H.I.P.A.
- Strong organizational, time-management and communication skills.
- Demonstrated ability to navigate multiple technological systems.

<b>Status:</b>	Permanent Full-Time (CUPE Local 3393 Bargaining Unit Position)
<b>Start Date:</b>	ASAP
<b>Hours:</b>	10am to 6pm, 35 hours per week, Monday to Friday, with some extension of hours when needed on rare occasions.
<b>Rate:</b>	\$29.35 per hour (4 weeks' vacation, paid sick days, floater days, full benefits package after 3 months, Multi-Sector Pension Plan contribution at 6 months)
<b>Unit:</b>	Case Management
<b>Immediate Supervisor:</b>	Manager, Case Management Services
<b>Posting Date:</b>	February 13, 2025
<b>Closing Date:</b>	February 27, 2025

West Neighbourhood House is an equal opportunity employer. We thank all applicants, but only those candidates to be interviewed will be contacted.



## External Job Posting

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**Please submit your resume and cover letter clearly indicating “Community Mental Health Case Manager” by 5:00 p.m. on the closing date to:**

Hiring Committee  
588 Queen Street West  
Toronto, Ontario  
M6J 1E3  
[jobs@westnh.org](mailto:jobs@westnh.org)