SCARBOROUGH CENTRE FOR HEALTHY COMMUNITIES

Scarborough Centre for Healthy Communities (SCHC) is dedicated to improving the health and well-being of Scarborough's diverse communities by providing accessible, equitable, and transformational health and social services. Through our Neighbourhood Health Model, strong community partnerships, and a commitment to addressing the social determinants of health, we create opportunities for people and communities to thrive.

Guided by our I2CARE values—Inclusivity, Innovation, Collaboration, Accessibility, Respect, and Equity—we foster a workplace where people feel valued, supported, and empowered to make a meaningful difference.

As an academic community health organization, we advance health equity through research, education, and knowledge sharing. We prepare the next generation of health professionals through community-based learning experiences that reflect the realities of team-based care, community support systems, and the diverse communities they will serve.
We are currently looking to hire an:

Case Manager
1 - Full-Time Permanent (35 hours per week)

The Integrated Housing Supports (IHS) BRIDGES program is a comprehensive and collaborative support service for residents who are vulnerable and have complex needs living within two Toronto Community Housing buildings, 4175 and 4205 Lawrence Avenue East in Scarborough.

Using a hub model of service, this position will be a part of the multi-disciplinary IHS team who will work collaboratively to ensure that skill enhancement and services are in place for residents to maintain their housing and to improve their physical as well as mental health and substance use challenges. Members of the team will also be responsible for liaising with local businesses, community partners, the onsite Community Safety Team and others to foster positive relationships between clients and their community.

Reporting To: Manager, Community Services

Purpose:
The Case Managers will provide clients and families with front-line case management support through a range of services including advocacy, education, making internal and external referrals while using a housing first approach.

Key Areas of Responsibility:
Direct Client Support
- Facilitate ongoing assessments, service plans, referral coordination and discharge plans for the client and their family.
- Facilitate internal move-in practices/protocols with new clients, per program standards and guidelines.
- Orient new clients to the housing environment and program services.
- Conduct and support wellness checks.

- Meet with low-moderate need clients regularly. Holding a caseload of 25 to 30 residents.
- Assist with the development of tenant support/goal plans.
- Focus on assisting clients with tenancy related matters, such as:
    - Rent payments
    - Landlord disputes
    - Reducing high risk behaviors
    - Coping within a communal environment
    - Engaging within the life of the tenant community
- Provide supportive counseling, information, and referrals.
- Practice using a harm reduction philosophy and connecting clients with harm reduction resources.
- Aid neighborhood integration and community mapping.
- Advocate for and assist with any pest control/eradication efforts as required.
- Continually assess the environment for safety and security issues and recommend action to address any deficiencies.
- Coordinate/facilitate tenant meetings to promote direct client participation in the Plan services/activities for dialogue in relation to issues/concerns that clients may have regarding the services they receive, the environment that they live in, and any conflict/tension that they may be experiencing in relation to their living environment.
- Identify opportunities to strategically align with existing City strategies, community programs, and for further service development to address changing community needs and critical service gaps to reduce barriers and increase access to resources and critical supports; and

Partnerships & Collaboration

- Reach out to community partners (e.g. other housing services, Scarborough hospitals, and other community supports) as a source of referrals.
- Coordinate with other housing stabilization staff across Scarborough to provide a continuum of client supports (e.g., Landlord Recruiter).

Administration

- Maintain up-to-date records of client information.
- Maintain clear and concise statistical records required for reporting purposes.
- Actively participate in supervision sessions, team meetings, and staff meetings.
- Identify and attend training sessions related to this position.
- Other duties as assigned within the scope of the job.

Skills and Attributes:

- Knowledge and understanding of low income and/or vulnerable populations and their need for social support.
- Skills in conflict resolution, mediation, and crisis management.
- Case management.
- An understanding of the housing first model an asset.

- An understanding of harm reduction and commitment to working within a harm reduction framework.
- Ability to work independently and as a member of a team.
- Ability to manage time effectively.
- Excellent communication skills, written, and oral.
- An ability to provide advocacy and support in a compassionate, non-judgmental fashion.
- An ability to show initiative and be a creative problem-solver.
- Crisis Intervention, First Aid, and CPR certification.
- Access to a vehicle and/or willingness to travel .
- Sensitivity to and awareness of cultural, racial, and socio-economic diversity within the community.
- Proficiency in the use of computers and various software applications.
- Oral and/or written fluency in other languages relevant to the community the program serves is a definite asset.

Educational and/or Professional Qualifications:

- Demonstrated knowledge, skills and abilities in Social Work, Social Services, and Recreation attained from either a degree or diploma from an accredited university or college program or through an equivalent level of experience.
- A diploma or degree in human services field

Level of Experience:

Minimum of two (2) years of experience with homeless or low-income individuals, Housing reform act, Residential Tenancies Act and Eviction Prevention Supports.

Significant Working Conditions:

- Willingness to work between multiple sites.
- Flexibility of hours – evenings and weekend work may be required.
- Comfortable working alone in the community with minimal supervision.
- Willingness to attend unit visits.
- Working in TCHC buildings.

Why SCHC:

- A strategic commitment to organizational health, ensuring our people and culture are well supported.
- Full-time employees are eligible for 3 weeks paid vacation, with more time added as tenure grows.
- Continuous funded training opportunities.
- Health benefits including prescription drugs, dental, vision care, alternative therapies, life insurance, employee assistance program, disability insurance; benefit coverage for family and dependents available.
- Mileage expenses reimbursed at CRA recommended rate.

- HOOPP pension plan member.
- SEIU Union.
- A strategic commitment to Action on Equity to advance diversity, equity, inclusion and belonging utilizing an intersectional lens.

Remuneration: $30.55 - $37.45 per hour

Band: E

Please note: All other conditions of employment are set out in the collective agreement between SCHC and SEIU.

Please reply in confidence to HR by email: recruitment@schcontario.ca.

This is an Existing Vacancy.

Note: Please quote A-HCM in the subject line.

If you require any accommodation, please advise Human Resources. As a condition of employment all new hires must be legal to work in Canada. You will also be required to undertake a Vulnerable Sector Screening with Police Services.

SCHC values equity, inclusion and accessibility. We welcome those who have a demonstrated commitment to upholding these values and who will assist us to expand our capacity for diversity in the broadest sense. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, newcomers, persons with disabilities, and those who identify as women and/or LGBTQ2S+

SCHC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. We respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005, and its associated regulations. SCHC will provide accommodations to applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources staff of the nature of any accommodation(s) that you may require.