

The Jean Tweed Centre, a community based agency serving women with mental health, substance use and gambling problems, invites interested applicants to apply for the following:

COUNSELLOR AND CASE MANAGER, SUPPORTIVE HOUSING – Full Time
The Jean Tweed Centre working in partnership with the YWCA Toronto Elm Centre

As a Counsellor and Case Manager you will be part of a team that coordinates support for women living in supportive housing, located in the Bay/Dundas area. This program is part of a larger initiative to increase the health and social outcomes for women living with severe and persistent mental illness and concurrent problematic substance use/mental health concerns, by providing stable housing and support services.

Note: Staff will be required to visit resident's apartment units and may therefore be exposed to second hand smoke. There will be evening and weekend hours, as well as on-call responsibilities.

The Case Manager will:

- Participate in the intake process for the supportive housing units, including assessing eligibility, identifying support needs, and readiness for supportive housing environment
- Establish a comprehensive, holistic, individualized service plan with all tenants on caseload.
- Lead a collaborative wrap-around process to ensure comprehensive service coordination that reflects individual needs
- Provide case management support including counseling, outreach, on-going assessment, goal planning, referral, development of support systems, system navigation, etc.
- Provide referrals and support to access appropriate health- and community-based services
- Support activities geared towards establishing and maintaining healthy lifestyles with particular emphasis on primary health care, mental health, relapse prevention, community engagement, capacity-building, conflict resolution, crisis management and life skills
- Work with clients to help maintain tenancy
- Support clients in self-advocacy and advocate on behalf of the client in navigating the social services and health care system
- Provide individual and group counseling
- Mediate conflict, including crisis prevention and intervention
- Develop and maintain relationships with other service providers and community resources
- Participate in existing community and service networks
- Engage in regular supervision
- Maintain all established policies and procedures
- Participate in relevant team meetings and consultations
- Participate in the on-call rotation as required
- Stay informed of developments and research in mental health, substance use, housing and other relevant services/resources
- Participate in relevant training and workshops to support professional development and skill building
- Complete required case notes, evaluations, and data entry reports in an accurate and timely manner

Qualifications

- A combination of three years experience in the fields of mental health, addiction, and/or supportive housing
- A degree in Social Work, Psychology, or related discipline; or an equivalent combination of education and experience
- Expertise providing counseling and case management to individuals who are experiencing or have experienced a complex history of mental health concerns, substance use, and/or homelessness
- A working knowledge of best practices with regard to mental health, substance use, harm reduction, trauma and the therapeutic relationship
- A working knowledge of women-centered services and trauma-informed responses
- Crisis intervention skills, with well-developed problem-solving abilities and interpersonal skills
- Group counseling skills related to complex mental health and/or addictions
- Good oral and written communication
- Creativity and flexibility to approaches and working environments
- Knowledge of community resources and supports
- Ability to work effectively as part of a team and interact with workers from a variety of agencies
- Excellent assessment skills
- Cultural competency
- Ability to work independently with minimal day to day supervision

Statement of Inclusion:

The Jean Tweed Centre recognizes and values the rich diversity of Canadian society and specifically the women, children and families that we serve. We are committed to working from an inclusive and holistic anti-oppression framework to assist women and their families from various cultures, racialized groups, socio-economic backgrounds, sexual orientations and gender identities.

APPLICATION DEADLINE: Monday April 10, 2017.

**DIRECT RESUME TO: Human Resources
JEAN TWEED CENTRE
15 Evans Avenue
Toronto, Ontario M8Z 1J5
FAX: (416) 255-9021 or humanresources@jeantweed.com**

We thank all applicants, however, only those being considered for an interview will be contacted.

Applicants with disabilities who are qualified and selected for an interview will be accommodated upon request.