



Position: Mental Health Case Worker

Program: Mental Health Integrated Support Services

TNO - THE NEIGHBOURHOOD ORGANIZATION (TNO) formerly *Thornccliffe Neighbourhood Office*, is a community based multicultural, multi-service agency, which offers a broad range of programs to serve Thornccliffe Park, Flemington Park, and the surrounding communities through strengthening the quality of individual and community life.

TNO is actively searching for an outstanding **Mental Health Case Worker** to join the new Mental Health Integrated Support Services team.

Program Summary

The Mental Health Integrated Support Services program provides community mental health support services that assist clients in their journey toward their wellness goals by creating multiple pathways and support systems to those who are experiencing addiction and mental health challenges. Program staff engage clients in safe, caring environments throughout the neighbourhoods, with a focus on racialized community members including seniors and newcomers. The program incorporates a harm reduction approach and promotes engagement with mental health and addiction resources in culturally sensitive ways. Staff bring mental health support to the client, and leveraging trusting relationships, journey with clients to find a safe and meaningful pathway to harm reduction, healing and recovery, thereby reducing barriers to access needed mental health and addiction resources.

Position Summary

Reporting to the Manager, Mental Health Integrated Support Services, the **Mental Health Case Worker** will engage clients throughout the community, including in their homes by building trust through informal connections and by meeting felt needs that can help reduce stressors in the client's life. The **Mental Health Case Worker** will have a strong understanding of mental health trajectories and harm reduction, and sensitively lead clients to access pathways of healing including, where necessary, group or individual counselling sessions and provide support to clients post-treatment to monitor their transition toward their wellness goals.

Main Tasks & Responsibilities

- Cultivate linkages with the community members and influencers and the people affected by addictions and build rapport and trust; collaborate with stakeholders in the community to identify and respond to needs.
- Develop individualized outreach plans for each assigned service locations in collaboration with other TNO programs or external service providers.
- Connect clients and participants of the program to case management, one on one mental health supports and rehab services.
- Complete home visits as required; support clients actively for the pre and post- treatment period in the neighbourhoods.
- Provide light touch counselling.
- Act as a resource to the community and TNO staff by establishing links with community groups, agencies and Community Ambassadors.
- Actively conduct outreach to the community by organizing/attending community events, promoting TNO programs, updating internal information boards, and working on TNO's promotional materials for Health services.
- Actively participate in community development activities including advocacy, outreach and community engagement.
- Input data into appropriate data base as specified by the agency.
- Maintain required program records and submit required weekly and monthly reports as required.

- Coordinate activities with other TNO departments and services.
- Develop monthly work plans and activities.

Qualifications and Experience Required

- BSW or related undergraduate degree/college diploma (e.g. community based studies) or equivalent experience; additional crisis and/or trauma education/certification/development is an asset.
- Registration with the Ontario College of Social Workers and Social Service Workers (or an equivalent regulatory, professional body).
- Two – three years' of related experience in crisis/trauma support, the ability to mediate conflict, and demonstrated experience providing frontline services and outreach to seniors and newcomers.
- Strong assessment, analytical and decision making skills to identify and resolve problems, assess client needs, formulate recommendations, develop appropriate service contracts, and determine actions to address the needs of the client.
- Demonstrated experience supporting clients with mental health and substance use issues from a recovery and harm reduction approach.
- Proven ability in case management and supportive counselling skills.
- Excellent organizational skills with demonstrated flexibility and adaptability to work in a fast paced/changing environment.
- Excellent interpersonal and communication skills and demonstrated ability to work autonomously as well as a part of the interdisciplinary team. Fluency in a second language is an asset.
- Excellent interpersonal skills to liaise with community professionals and health services staff.
- Social and multicultural sensitivity and/or experience working in diverse neighborhoods.
- Proficiency with MSOffice, designing flyers and presentations and using other office related equipment.

Working Conditions

Hours of Work - Regular hours for 35 hours per week, and flexible between 8:30AM to 8:00PM. Evening and weekend work may be required as decided by program requirements.

Location - This position will be located within any of TNO's service locations based on community and program requirements. Locations for this position may be added or moved to new addresses in the future according to the community and program requirements.

Hiring Conditions

Vaccination Requirement – As a condition of employment, TNO requires all new hires to provide proof of full vaccination against COVID-19 prior to the start date of employment. Applicants who have appropriate written proof of a medical reason, or a reason pursuant to the Ontario Human Rights Code for not being fully vaccinated against COVID-19, may provide such documentation to the Human Resources department for accommodation consideration. Such situations will be considered on a case-by-case basis.

Screening - As a condition of employment, the successful applicant must complete a Vulnerable Sector Screening.

How to apply

To apply for the position candidates are requested to send a copy of their application (cover letter, resume and any other document supporting your candidature) to Human Resources. **This position will remain open until filled.**

[CLICK HERE TO APPLY](#)

TNO – THE NEIGHBOURHOOD ORGANIZATION - 1 Leaside Park Drive, Unit, # 7 Toronto, Ontario, M4H 1R1.

TNO is committed to employment equity initiatives. We encourage residents of Thorncliffe Park, Flemingdon Park, and surrounding communities, people who are racialized, Indigenous, people from the 2SLGBTQI+ community, people with disabilities and other equity seeking groups to apply. Should you require accommodation at any stage of the recruitment process please contact 416-467-0126.

*We thank all applicants for their interest but only those selected for further consideration will be contacted.
For more information visit: <http://www.tno-toronto.org>*