

Case Worker, Mental Health

TNO - The Neighbourhood Organization (TNO) is a well-established community-based social and health service agency providing a wide range of programs and services supporting low-income and newcomer communities across Ontario and sometimes across different provinces through online services and referrals. We are seeking a **Case Worker, Mental Health** to join our team in a **full-time permanent role** for our Integrated Mental Health Support Services program. This is an innovative partnership between Flemingdon Health Centre (FHC) and TNO-The Neighbourhood Organization (TNO) funded by OH-Toronto. TNO is a great place to work and we make a difference in the communities we serve.

The ideal candidate for this position should have a BSW or related undergraduate degree/college diploma and be registered with the Ontario College of Social Workers or an equivalent regulating body. 2-3 years of experience in crisis/trauma support, conflict mediation, and providing frontline services and outreach to seniors and newcomers is required. Strong assessment and problem-solving skills, as well as experience supporting clients with mental health and substance use issues using a recovery and harm reduction approach, are essential. The candidate should also have experience working with diverse populations, including LGBTQ+ individuals and newcomers, in a community-based, interdisciplinary environment. They should possess a thorough knowledge of health promotion, community development, and program planning, implementation, and evaluation. Experience working with low-income, multi-racial, multi-lingual newcomer communities and a commitment to an integrated anti-oppression and LGBTQ+ positive framework are important qualifications.

DUTIES & RESPONSIBILITIES

- Complete assessments and histories of clients as required and assess additional support required based on specific areas of need (e.g., mental health, physical health, etc.)
- Cultivate linkages with the community members and influencers and the people affected by addictions and build rapport and trust; collaborate with stakeholders
- Collaborate with partners and other external service partners to advocate for client needs, make referrals and follow up to ensure connection have taken place
- Provide coordination of care promote and support clients' participation and inclusion in the community
- 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 neighborhoods
- Provide short term supportive and crisis counselling to clients with mental health, emotional health and substance abuse issues
- Accompany clients to appointments as needed
- Use evaluation methods and reporting tools to gather and maintain statistical information on activities and programs
- Share programming evaluations and reflections with Community Engagement & Wellness and other relevant teams

- Maintains required program records and submit required weekly and monthly reports and as requested by the management of the agency
- Perform administrative tasks, maintain accurate records and write monthly reports
- Act as a resource to the community and TNO staff by establishing links with community groups, agencies and Community Ambassadors
- Jointly with service partners, conducts program promotion in community social landmarks Supports outreach activities with other TNO departments and services
- Actively participates in program's community development activities including advocacy, outreach and community engagement and empowerment activities

Vaccination Requirement – You must be fully vaccinated against COVID-19, subject to any valid medical or religious exemption from vaccination as provided by the Ontario Human Rights Code.

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

Job Type: Full-time permanent position

Work Location(s): 10 Gateway Blvd, Toronto, ON M3C 3A1, 18 Thorncliffe Park Dr. Toronto, ON M4H-1N7 and TNO locations

Schedule: Monday to Friday, combination of 9am to 5pm and 11am to 7pm. Some evenings and weekends will be required

Benefits:

- Extended Health Care
- Health Spending Account
- Professional Development Support
- Employee Assistance Program (EAP)
- Travel Insurance
- Life Insurance and Long-Term Disability
- Registered Retirement Savings Plan (RRSP)
- Social activities organized by the organization
- Public transportation nearby

Application Process: Please submit your resume by email with “Application for Mental Health Case Worker” in the subject line to recruitment@tno-toronto.org by May 19,2024. We thank all applicants for their interest, but only those selected for further consideration will be contacted.

TNO is committed to employment equity initiatives. We encourage residents of Thorncliffe Park, Flemingdon Park, and surrounding communities, and people who are racialized, Indigenous, people from the 2SLGBTQI+ community, people with disabilities, and other equity-seeking groups to apply. TNO is an equal opportunity employer. Accommodation will be provided in accordance with the Ontario Human Rights Code. Should you require accommodation at any stage of the recruitment process, please let us know. We thank all applicants for their interest but only those selected for further consideration will be contacted.