



NATIONAL ADVOCACY.
COMMUNITY ACTION.



YWCA Toronto transforms lives. As the city's largest multi-service women's organization, we help women and gender diverse people escape violence, move out of poverty and access safe, affordable housing. We work tenaciously to break down barriers that hold women and gender diverse people back from achieving equality.

Internal and External Job Posting
Case Manager – Mental Health and Housing
Housing Support Program (South Etobicoke)
JOB ID: HOUS935

Employment Type:	Full-Time, Permanent
Work Hours:	35 hours per week (Monday to Friday, day and evening shifts)
Salary:	\$55,939 annually (Level 7), plus comprehensive benefits
Location:	80 Woodlawn Avenue East, Toronto, ON, M4T 1C1
Internal Application Deadline:	Monday, August 21, 2023
External Application Deadline:	Wednesday, August 23, 2023

JOIN OUR TEAM

YWCA Toronto strives to uphold anti-discrimination practices and anti-oppression principles to ensure that the rights of all individuals are respected and protected. We work to promote a climate that is welcoming of all women and individuals who identify as Trans, intersex, non-binary, agender, and/or Two-Spirit. We encourage applications from women and gender diverse people from all races, ethnic origins, religions, abilities and sexual orientations.

The Case Manager – Mental Health and Housing is responsible for providing case management support to women and gender diverse people with complex mental health issues transitioning from the YWCA Toronto single women shelter and women led families from Toronto's Mental Health and Addictions' centralized Housing List. Participants receive support with securing and maintaining independent, permanent housing. Units are primarily located in the private market throughout the South Etobicoke area. The program is funded under the Toronto Central LHIN, and provides a Rent Supplement to individuals who meet the criteria. This position assists women and gender diverse people with a broad range of administrative housing issues and in developing effective support strategies.

ABOUT YWCA TORONTO – HOUSING SUPPORT PROGRAM

YWCA Toronto Housing Support Program offers a range of housing options for women and women led households, including permanent and supportive housing at a variety of YWCA owned and operated locations. Individual and group support assists tenants to identify and build the skills required to the address the barriers they experience in their lives and to maintain their housing. Barriers tenants and their children experience include mental health and/ or addictions, poverty and experiences of violence. Supports are intended to assist women to build the skills required to participate in their community both inside and outside of the building and if they are able and ready, to move to housing without supports.

KEY RESPONSIBILITIES

- Works with clients to maximize and strengthen their resources to address mental health and, or addiction challenges within a feminist, anti-oppression and trauma informed framework;
- Acts as a specialist in the area of mental health and addictions from a harm reduction framework;
- Facilitates psychiatric and medical intervention as appropriate and follows up once crisis has been stabilized;
- Liaises with professionals and agencies in the community to facilitate access to mental health services as required by staff and clients;
- Supports tenants to address legal notices related to lease infractions such as arrears, Rent Geared to Income (RGI) documentation and/or behavior issues;

- Meets clients in their homes to assess support requirements to maintain housing;
- Secures housing for prospective clients and provides on going negotiation with landlords as needed;
- Assists clients in negotiating a lease and reviews Tenant and Landlord responsibilities and legislations;
- Assists clients to negotiate with previous housing providers to resolve issues of outstanding arrears;
- Uses a client centered approach to develop individualized support plans that identify ongoing housing support and mental health.

QUALIFICATIONS

- In-depth knowledge of an academic discipline normally acquired through completion of a clinically supervised undergraduate degree (e.g. BSW) **(Cases for Equivalency will be considered)**;
- 3 to 5 years' experience in case management, counselling and group work with an in-depth understanding of mental health issues, addictions and trauma and its effects on women and children;
- Thorough working knowledge of the diagnostic criteria in the DSM (Diagnostic and Statistical Manual) in addition to an anti-oppression and feminist analysis of women and mental health issues with a harm reduction framework;
- Demonstrated ability to handle crisis situations effectively both in person and by telephone;
- Demonstrated experience and knowledge of support required within housing for women living with serious mental health issues including addiction;
- Demonstrated experience in providing support to women with mental health issues to develop strategies for successful tenancy;
- Demonstrated experience seeking and securing housing and experience working collaboratively with private market landlords;
- Knowledge of the Residential Tenancies Act and other relevant legislation;
- Demonstrated experience in the development, implementation and evaluation of workshops and groups;
- Counselling approach that is flexible, de-escalates tension, teaches conflict resolution and is focused on success;
- Ability to deliver culturally sensitive and equitable services in a diverse environment;
- Knowledge and understanding of employment, advocacy, child development and parenting and/or substance abuse issues would be an asset;
- Demonstrated conflict resolution and negotiating skills.

Note: A valid driver's licence and access to a motor vehicle is required.

Vaccination Policy: - In accordance with YWCA Toronto's COVID-19 Vaccination Policy, all YWCA Toronto employees, students and volunteers are strongly encouraged to obtain all COVID-19 vaccinations and booster doses as recommended by Toronto Public Health.

HOW TO APPLY

Please apply via the link below:

<https://ywcatoronto.applytojob.com/apply/CK9GFo1DGf/Case-Manager-Mental-Health-And-Housing>

Please note: A vulnerable sector police reference check is required by the successful candidate prior to hiring. YWCA Toronto is a unionized workplace. Staff are represented by CUPE Local 2189. This position is within the Bargaining Unit. **Please indicate on your cover letter and email subject line if you are an internal candidate.** For internal applicants, this position is not secondable.

YWCA Toronto promotes the principles of anti-oppression and adheres to the tenets of the Ontario Human Rights Code. We encourage applications from women and gender diverse people of all races, ethnic origins, religions, abilities and sexual orientations.

YWCA Toronto provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted, please advise us if you require any accommodation. While we thank all candidates for their interest, only those selected for an interview will be contacted.

YWCA Toronto is a Scent-Sensitive Workplace

Posting Date- August 10, 2023