



Case Manager – Consumption Treatment Services (CTS)

Full-Time Regular Position (35 hours/week), Bargaining Unit - UFCW Local 175

Parkdale Queen West Community Health Centre (PQWCHC) is a dynamic, community-based health care organization that has historically served mid-west downtown Toronto, and now provides outreach services to across the entire city. Offering a broad range of services, including primary health care, dental care, harm reduction, health promotion, counselling, and community development programming, we are also committed to serving people who face barriers to health care, and we strive to reduce these barriers. PQWCHC is a multi-sited organization.

We are seeking an experienced CTS Case Manager who shares our passion for making a difference; you see this role as an opportunity to take the next step in your successful career while contributing to a vision of **Inclusive Communities. Responsive Healthcare. Healthier Lives.**

The CTS Case Manager (CM) is a senior level harm reduction role responsible for on-going focused psycho-social client work for individuals who are connect to the CTS. CM are expected collaborate with other CTS and PQW colleagues including program management to ensure that CM provide high quality service delivery and making corresponding service adjustments to meet the funded project deliverables. CMs are expected to lead the psycho-social client planning with the Overdose Prevention Support Workers (OPSW's), Registered Nurses, Health Promoters and their clients to identify social health priorities aligned with the case management capacity of the CTS.

General Responsibilities:

Reporting to the Manager - Harm Reduction, CTS & Client Services, this role will have two sets of responsibilities, the first being overdose response working the floor of the CTS supervising clients administering their own drug injections and using other permitted modes of consumption (i.e., intranasal, and oral) who may present with a variety of acute and chronic illnesses/diseases and complex health and social needs. As a Case Manager working on the floor, you'll provide education and support on safer injection and consumption, monitor clients for adverse reactions, assess, respond to, and support overdose events, and assist in the initiation of emergency responses, as necessary. You will also assist in client de-escalation and provide support for crowd control . You will also connect and build rapport with clients that will be suitable for Case Management support. As a shorter-term case manager, off the floor, you will work with your case load of CTS clients to identify achievable short to medium term case management goals.

Qualifications:

1. Undergraduate or graduate degree in the relevant discipline from a recognized university.
2. 3-5 years of case management working experience with individuals and groups who have concurrent mental health and substance use issues including people who inject illicit drugs, who have faced or are at risk of homelessness and criminal justice involvement
3. 3-5 years working with people who use drugs, racialized populations, Indigenous peoples, people who engage in sex work, prisoners/ex-prisoners, people with mental health challenges, and people who have experienced trauma
4. Proficiency in completing case management assessments, organizing and leading case conferences
5. Experience with mentorship and delivering training
6. Extensive knowledge of referral pathways for internal and external resources
7. Extensive advocacy, crisis intervention and prevention, conflict resolution, and negotiation skills
8. Extensive knowledge of various systems that are attached to CTS clients (CAS, PGT, OW/ODSP, criminal justice system, taxes, immigration, legal, housing, transportation, food security) and capacity to navigate those systems with ease and professionalism
9. Proficiency in current assessment, psychosocial and brief counseling techniques that are trauma-informed and strength-resiliency-based
10. Demonstrated ability to work collaboratively in multi-disciplinary teams
11. Excellent written and oral communication skills
12. Proficiency in the use of computers and various software applications

Compensation: \$67,572 to \$78,974 per annum, plus Group Benefits and HOOPP (Health Care of Ontario Pension Plan)

If you are interested in joining in a creative and dedicated team to, we want to hear from you! Please send your resume and cover letter **in a single document** (MS Word or PDF format only). Please apply using the form at the bottom of the PQWCHC employment page: <https://pqwchc.org/contact/employment/>

Job ID: 2024-081

Please also note that the successful candidate will be required to provide a police vulnerable sector check as a condition of employment, however strong consideration is made to the type of offense. Employment is conditional upon having had a COVID-19 vaccination(s) (as per [Health Ontario](#)) 14 days before starting employment.

PQWCHC is committed to the principles of access and equity. PQWCHC is committed to reflecting the diversity of the communities it serves and we encourage applicants who reflect Toronto's Indigenous, LGBTQ2, racial, and cultural diversity. We welcome and encourage applications from all qualified candidates, including people with disabilities. Accommodations are available on request. Parkdale Queen West CHC is in full compliance of the Ontario Human Rights Code and does not discriminate on the ground of records of offenses.