



Case Manager – Improving Health Access

Two (2) full-time regular positions, 1.0 FTE each (35 hours/week), Bargaining Unit – UFCW Local 175

Parkdale Queen West Community Health Centre (Parkdale Queen West CHC) is a dynamic, community-based health care organization serving mid-west downtown Toronto. 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.

As a collaborative leader with substantial experience in working with communities who face significant barriers to care due to complex health issues, mental health, substance use, homelessness and discrimination. You share our passion for making a difference and 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.**

We are currently seeking two Case Managers to work as part of our Improving Health Access team. The Improving Health Access team is an interdisciplinary team providing clinical, social work and PSW care to support marginalized populations in South Parkdale who are being discharged from hospital into community. This position will be based out of South Parkdale and will be expected to provide mobile services including outreach, hospital visits, accompaniments and home visits.

As the Case Manager you will provide time-limited and focused care to support and improve access to health services for clients by conducting thorough assessments, coordinating care and follow-up, facilitating community integration, providing system advocacy and linking to long-term supports, where appropriate. The position also entails collaborative partnership work to ensure rapid integration of critical health services during this period of transition. You will monitor, modify and strengthen support networks and empower client's self-determination to ensure that the clients and network can function sustainably and independently after final transfer of care.

Qualifications:

- Undergraduate or graduate degree in a relevant discipline from a recognized university.
- Three to five years of providing case management with individuals who have had challenges accessing care and services, including those who have concurrent mental health and substance use issues, who have faced or are at risk of homelessness, who have criminal justice involvement; experience preferably in a community health setting.
- Experience in a community health setting or demonstrated experience working with health systems.
- Crisis intervention experience.
- Demonstrated ability to work with multi-disciplinary teams.
- Proficiency in the use of computers and various software applications.
- Familiarity with the Critical Time Intervention Model will be considered an asset.

Compensation: \$63,364 to \$74,056 per annum plus Group Benefits and HOOPP (Healthcare of Ontario Pension Plan)

If you are interested in joining in a creative and dedicated team, we want to hear from you. Please send your resume and cover letter **in a single document** (MS Word or PDF format only) to hr@pqwchc.ca, quoting “**Case Manager – Health Access**” in the subject line. Internal candidates, please submit your application by 5:00 pm of November 10, 2022. External applicants, the deadline to apply is November 18, 2022. We truly appreciate your interest; however, only those candidates selected for an interview will be contacted.

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 full series of COVID-19 vaccinations 14 days before starting employment.