

Case Manager – Primary CONNECT

Full-Time Permanent Position at 1.0 FTE (35 hours/week). Bargaining Unit – UFCW Local 175

Primary CONNECT (Collaborative Navigation Network for Connected Treatment) is a new comprehensive Interprofessional Primary Care Team (IPCT) that is a collaborative effort between two CHCs (Parkdale Queen West CHC & South Riverdale CHC), and CAMH's specialist mental health and substance use care/ addictions services, and through CAMH's Shkaabe Makwa, will provide culturally responsive supports for First Nations, Inuit and Metis clients. The Primary CONNECT collaborative enables the three organizations to create a service that supports a high-need under-serviced population with mental health and substance use care/addictions needs in the downtown core and East Toronto. This service is supported by the provincial government's Expanding and Enhancing IPC Teams initiative, focused on access and attachment for clients/patients with poorer health outcomes/health status.

We are seeking an experienced Case Manager who will be responsible for on-going focused psycho-social client work for individuals who are registered primary care clients with the Primary CONNECT cross-agency team. The Case Manager is expected to collaborate with the interdisciplinary teams from PQWCHC, South Riverdale CHC and CAMH, including program management, to ensure the Case Manager provides high quality service delivery and makes corresponding service adjustments to meet the funded project deliverables. The Case Manager is expected to lead the psycho-social client planning. The Case Manager will be accountable for reporting to the Primary CONNECT Interprofessional Primary Care Team Manager.

General Responsibilities:

- Provides client-centered case management and coordination of services to overcome barriers to services and to promote an equitable treatment for people who are marginalized from accessing primary care.
- Utilize case management tools to ensure that clients receive comprehensive case management support, develop individualized case management plans that address psycho-social barriers and impacts of the social determinants of health such as CAS, PGT, OW/ODSP, criminal justice system, taxes, immigration, legal, housing, transportation, food security.
- Leads the completion of referrals both internally and externally for required services or resources.
- Works with clients to develop individualized case management plans including strategies to work towards greater independence and collaborates with the clinical team to support the achievement of those goals.
- Provides case advocacy to ensure the client receives the community supports and health and social services to which clients are entitled.
- Develops collateral contacts with other agencies and institutions in which the client is involved to facilitate comprehensive case planning.
- Supports increased bio-psycho-social engagement strategies for clients.
- Exercises excellent judgement and creative problem solving to reduce client barriers to care.
- Participates in evaluation activities as set out by the program mandate.

Qualifications:

- Undergraduate or graduate degree in the relevant discipline from a recognized university.
- 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.
- 3-5 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.
- Proficiency in completing case management assessments, organizing and leading case conferences and supporting intake and discharge processes for clients.
- Extensive knowledge of referral pathways for internal and external resources.
- Extensive advocacy, crisis intervention and prevention, conflict resolution, and negotiation skills.
- Extensive knowledge of various systems that are attached to marginalized 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.
- Proficiency in current assessment, psychosocial and brief counseling techniques that are trauma-informed and strength-resiliency-based.
- Demonstrated ability to work with multi-disciplinary teams.
- Excellent written and oral communication skills.
- 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! Applicants, 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/>

The deadline to apply is 5:00 pm on Monday June 10th, 2024

[Job ID: 2024-058](#)

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 (2 doses, plus booster within 6-12 months) 14 days before starting employment.