



## **Case Manager - Safer Opioid Supply (SOS)**

**1.0 FTE Full-Time Mat-Leave Contract Position (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. PQWCHC is a multi-sited organization.

**General Responsibilities:** We are currently seeking a Case Manager to work in our Safer Opioid Supply (SOS). This program has been funded only to March 31, 2024. The Safer Opioid Supply program (SOS) provides clients using street-based drug supply, who are at high risk of overdose in the community and of medical complications due to drug use, a regulated supply of prescription opioids through an MD or NP in an effort to reduce overdose and overdose deaths. This Case Management position facilitates access to service with warm transfers and case advocacy that facilitates health, social and legal supports to services for individuals in our SOS program. This position is expected to work across all PQWCHC sites with active SOS clients.

This position also requires some community development work with clients, staff, and other organizations to develop or strengthen the appropriate resources and policies for this population. This position works collaboratively with the Clinical Team and the Safer Consumption Services Team, and works across sites (Queen West and Parkdale).

### **Specific Responsibilities:**

- Provide client-centered case management and coordination of services to overcome barriers to services and to promote an equitable treatment for people who use drugs.
- Works closely with the SOS prescribers to provide immediate crisis supports and case management to ensure appropriate navigation and access to services.
- Facilitate access to service and individual advocacy for clients regarding issues such as housing, income support, food and clothing, health, employment, and legal services.
- Develop comprehensive case planning and service co-ordination.
- May include some accompaniment with clients to appointments related to key systems navigation (i.e., court appearances, systems appointments, etc.)
- Maintain timely and appropriate written and electronic client records, reports, and correspondence
- Liaise with community agencies and institutions regarding issues relevant to client needs.
- Practice within guidelines of appropriate protocols and policies as required by the Centre.
- Participate in the overall activities of the Health Centre, e.g., in-service training, committees, special events, shared staff responsibilities.

### **Qualifications:**

- Undergraduate or graduate degree in the relevant discipline from a recognized university.
- Three to five years of working experience with individuals and groups who have concurrent mental health and substance use issues, who have faced or are at risk of homelessness, criminal justice involvement, etc. preferably in a community health setting.
- Three to five years of case management, crisis intervention experience; preferably in a community health setting.
- Proficiency in current assessment, psychosocial and single session counseling techniques that are trauma-informed and strength-resiliency-based.
- Demonstrated ability to work with multi-disciplinary teams.
- Proficiency in the use of computers and various software applications.

**Compensation:** \$63,364 to \$74,054 per annum plus Healthcare of Ontario Pension Plan (HOOPP) option

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 [hiring@pqwchc.ca](mailto: hiring@pqwchc.ca). quoting **2023-015** in the subject line. Internal candidates, please submit your application by 5:00 pm of April 18, 2023. The deadline to apply for external candidates is by May 1, 2023 at 5:00 pm. We truly appreciate your interest; however, only those candidates selected for an interview will be contacted.

Note: Please copy and paste **2023-015** into the subject line, and only that, to ensure accuracy of you application being accepted.

**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.**

*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.*