



JOB DESCRIPTION CASE MANAGER, ADULTS

Our Vision:

The Native Canadian Centre of Toronto is dedicated to helping all of our relations on their journey

The Native Canadian Centre of Toronto (NCCT) is a non-profit, charitable organization located in the heart of downtown Toronto. The NCCT offers a wide range of Indigenous programs and services based on Indigenous cultural traditions and teachings.

I Job Title: Case Manager, Adults

II Employment Term & Work Hours: Full Time, \$55K, 40hrs/Wk, includes benefits

III Department: Operations

IV Direct Report: Manager, Operations

V Position Summary: Under the direction of the Manager, Operations this position will be responsible for assisting adults that access services between the ages of 25 – 54 years with holistic wellness planning, counseling, and service coordination/navigation.

To perform this job successfully you must be able to perform each essential duty satisfactory. The requirements listed below are representative of the knowledge, skill and/or ability required.

VI Duties and Responsibilities: Case Manager, Adults reports to and takes direction from the Manager, Operations. Duties include:

Effectively provide case management services to adults experiencing mental health and/or addiction challenges;

- Provide drop-in case management for adults requiring assistance
- Connect adults with appropriate community resources
- Coordinate services and follow-up with clients and agencies to document use/success of referrals
- Works cooperatively with team members and other service providers to provide a continuum of services and support for clients
- Document adult-related activities accurately and in a timely manner within a computerized Case Management database
- Maintain contact & communication with other off-site staff
- Participate in regular supervision, case reviews, team meetings, adult council meetings and training sessions
- Facilitate group counselling sessions
- Other related duties as may be assigned from time to time.

VII QUALIFICATIONS:

- Bachelor's degree in Social Work or related field
- Knowledge of community resources and counselling/social work practices with high risk Indigenous populations in the GTA, including acceptance of alternative lifestyles
- Knowledge of court diversion processes and the gladue court system
- Thorough knowledge and understanding of Indigenous people, culture, history and traditions
- Experience working with computerized Case Management databases and Access Point
- Experience working with people in crisis



- Supportive of the Recovery Model, Harm Reduction and knowledgeable of the Anti-Oppressive Framework
- Ability to work in a variety of settings with culturally-diverse adults and communities with the ability to be culturally sensitive and appropriate
- Great documentation skills
- Excellent written and verbal communication skills, ability to establish rapport
- Ability to motivate others towards achieving goals
- Ability to work independently with a strong sense of focus, task-oriented, and in a non-judgmental way
- Open personal qualities, clear sense of professional boundaries
- A strong sense of and respect for confidentiality involving both adults and fellow employees
- Recent Criminal Reference Check

VIII Working Conditions: Some evening work occasionally required.

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The successful candidate is expected to contribute positively to the implementation of the NCCT's vision and mission, operate in a collaborative team setting and maintain high and professional productivity levels and quality of service.

This is a full-time contract position. Although preference will be given to Indigenous applicants (First Nations, Metis and Inuit), all qualified candidates are encouraged to apply.

We thank all applicants for their interest however only those candidates selected for interviews will be contacted.

If this position interests you, please email your resume and a cover letter to:

Bonnie Matthews, Manager, Operations
 16 Spadina Road, Toronto, Ontario, M5R 2S7
bonnie.matthews@ncct.on.ca
 Fax (416) 964-7905
POSITION OPEN UNTIL FILLED

SUBJECT LINE:
NCCT Operations Department: Case Manager, Adults

The Native Canadian Centre of Toronto is an equal opportunity employer. We are committed to providing an inclusive and barrier-free selection process and work environment. If contacted in relation to an employment opportunity, please advise our HR representative at epohl@ncct.on.ca or 416 964 9087 x 323 of the accommodation measures required. Information received relating to accommodation will be addressed confidentially.