

JOB POSTING

Job Title: Complex Case Management Lead
Status: Permanent, Full-time (35h/wk)
Hourly Rate: \$27.96/hour
Posting Date: March 7, 2023

Department: Housing Services
Number of Positions: 1
Bargaining Unit: Unionized CUPE Local 5239
Posting Close: March 22, 2023

East York/East Toronto Family Resources (EYET) is a non-profit multi-service agency providing a range of services, resources and supports to individuals, families and the community in key areas: early learning and child care, housing, outreach and community services within a community development and capacity building framework. EYET is committed to accountability, responsiveness, inclusion, innovation and collaboration. EYET offers a competitive salary wage and has a great supplementary benefits package (including dental) which is 100% employer paid, in addition to a generous vacation and sick credit package.

Position Summary

EYET is currently seeking experienced Complex Case Management Lead applicants for a permanent full-time position in the EYET Housing Services Department. Reporting to the Manager, Housing Services, the Complex Case Management (CCM) Lead will provide a range of case management and intensive support services to clients of the EYET Housing Services Hub who present with diverse and complex needs. The CCM Lead receives internal referrals from EYET Housing Services Hub and/or external partner agencies from within the EYET Housing Services Hub network. This position works collaboratively with the referral staff to ensure that client needs are being met in a holistic fashion. The position is expected to carry an active caseload of up to 10 clients with complex or more intensive needs. The successful candidate will also work to achieve specified departmental outcomes and deliverables within the context of the EYET Mission and Strategic Plan.

Key Responsibilities Include

- Conduct high quality complex case management services by receiving and respond to internal and/or external referrals of clients with more intensive or complex needs requiring longer term case managed follow-up in relation to housing access, stabilization of housing and/or eviction prevention.
- Conduct comprehensive assessments to determine client needs and formalize clients as part of an active complex caseload to be specifically managed by the incumbent
- Develop and maintain positive and productive professional working relationships with clients, including clients in crisis, clients from different cultural backgrounds and clients from historically marginalized groups. Be aware of potential conflicts of interest and respond accordingly.
- Work in conjunction with each client in developing appropriate service plans based on available community programs and resources and provide an appropriate level of follow-up support. This can include supportive counselling, psychoeducation, crisis intervention and safety planning with identified clients as indicated through appropriate client assessment techniques.
- Conduct and facilitate effective client referrals (both direct and indirect) within EYET and through liaising and collaboration with relevant service providers within or outside of the EYET Housing

Services Hub network, family members, landlords and other stakeholders.

- Handle client complaints and difficult situations professionally, ensuring management is informed of such issues when a complaint cannot be immediately settled or adjusted.
- Manage an active caseload of up to 10 clients with more intensive or complex needs, at any given time, from initial assessment through to discharge, ensuring good continuity and service process flow.
- Maintain and secure confidential client case files, ensuring they are accurate and up-to-date.
- Prepare and report complex caseload summary level data to management as part of approved service reporting requirements.
- Initiate and/or participate in internal or external case conferences in support of client needs.
- Act as a case management resource to other staff members within the EYET Housing Services Hub
- Attend inter-agency sector meetings and other relevant activities within the housing sector, as assigned.
- Be a team player, participating and contributing as a member of an integrated service team in the day-to-day operation and administration of the EYET Housing Service Hub, including other duties, as assigned by the Manager

Minimum Qualifications

Interested candidates should possess:

- Bachelor of Social Work (BSW) degree or higher is preferred
- Member in good standing of the Ontario College of Social Workers and Social Service Workers (RSW or RSSW designation)
- Minimum of 3 years' experience working with clients with various complex needs, including, but not limited to, clients with lived experience in homelessness, mental health challenges, etc.
- Strong assessment skills
- Demonstrated ability working with clients from diverse backgrounds in developing personal goals and service plans that move the client towards positive and stable housing outcomes
- Excellent interpersonal, communication, writing, and advocacy skills
- Strong knowledge of available community programs and resources in the Toronto area
- A clear understanding of social justice issues, especially in relation to the impact of poverty and other social determinants of health on housing stability
- Demonstrated skills in research, documentation and case file management
- Good computer skills

Please send your resume and cover letter to jobs@eyetfrp.ca being certain to include "CCML Hiring Committee" in the email subject line, no later than March 21, 2023. Applicant resumes and cover letter should be sent as a single PDF or MSWord document saved using a filename that includes the applicant's first and last names.

Only e-mailed applications will be accepted. No telephone enquiries, please. **Individuals from equity-seeking groups are encouraged to apply.**

Interviews may be scheduled prior to the closing date of the job posting. Only candidates selected for interview will be contacted.