

*The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House*

## JOB OPPORTUNITY

**Job# TNG2025-48**

<b>POSITION TITLE:</b> TCAT Case Manager- HART	
<b>DEPARTMENT:</b> Urban Health and Homelessness Services	<b>STATUS:</b> Regular Full-Time, CUPE 7797
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATES:</b> N/A
<b>REPORT TO:</b> Supervisor, TCAT	<b>HOURLY RATE:</b> \$32.92
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** This position is a member of the Urban Health and Homelessness Services department and will work collaboratively as member of the multidisciplinary team at the Homelessness and Addiction Recovery Treatment (HART) Hub. HART is a demonstration project that uses a multi-disciplinary, collaborative provides direct case management supports to adults on a complete range of complex issues, including health, financial, housing, legal and life skills issues. Working from a harm reduction, trauma informed perspective, case managers provide extensive direct one-to-one support, home visit and telephone contact to assist participants in identifying and achieving self-determined goals. As a member of the HART Hub team, case managers can facilitate access to access primary care and substance use care (continuum of treatment, recovery and harm reduction); mental health care and support services; supportive housing including shelter and transition beds; and social services including peer support, case management, and employment supports.

### MAJOR DUTIES:

- Conduct intake and assessment interviews with participants.
- Complete detailed assessment, coordination of supports, referrals and advocacy on health issues, substance use, mental health, financial, employment, housing, legal and social supports.
- Work with participants to identify and achieve self-directed goals
- Maintain ongoing support in the community, including home visits, office visits, accompaniments to appointments, and meetings in institutional settings.
- Monitor property issues (rent payment, health and safety, housing standards) and liaise with landlords as required
- Work collaboratively and develop strong partnerships with external service providers, such as withdrawal management services, hospitals, law enforcement agencies, and housing providers
- Connect clients with supports in the community based on their needs which will help them achieve and maintain stability, including support groups, life skills groups and social events.
- Organize group programming that promotes well-being and recovery
- Support client engagement initiatives within the agency including the volunteer program and peer development initiative
- Intervene and deescalate crisis situation
- Engage in the active team case management and clinical consultation meetings
- Maintain accurate case management records and complete reporting required by funders and supervisor, adhering to PHIPA and TNG-SSCH policies.

### REQUIREMENTS & QUALIFICATIONS:

- BA/B.S.W plus 2 years of experience in human services, preferably as a case manager or a combined equivalent of education, lived experience and/or significant related training.
- Minimum 2 years' direct client experience working with individuals living with mental health, substance use issues, histories of trauma and homelessness
- Experience, alignment and commitment to harm reduction principles and practice
- Commitment to anti-racism and anti-oppressive practices
- Formal training in substance use and mental health is an asset
- Strong familiarity and commitment to trauma informed care
- Physically able to travel consistently throughout the city on transit
- Recent demonstrated knowledge and skills in assessment, crisis intervention and prevention, conflict resolution and negotiation skills
- Proficient with MS Office, and web-based data entry for case management and time/labour.
- Familiarity with Catalyst, Pirouette, TREAT and the administration of the OCAN is an asset

**To apply, submit your resume with "TNG2025-48" in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement