

**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# TNG2026-07

<b>POSITION TITLE:</b> Case Manager, Integrated Care Pathways (ICP)	
<b>DEPARTMENT:</b> Urban Health & 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, Mobile Community Health Services	<b>HOURLY RATE:</b> \$32.92
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** The Case Manager- ICP is a member of the Urban Health and Homelessness Services Department (UHHS) team and works closely with UHN teams to provide direct support to individuals accessing services through the Substance Use Disorder (SUD) Integrated Care Pathways initiative at UHN. The program aims to create a high-quality, compassionate system of care for people who use substances. The Case Manager provides service navigation and supports patients through care transitions, including connections to community-based substance use care. The role also includes the provision of aftercare through warm referrals, accompaniment, and other one-on-one supports. Working closely with an on-site interdisciplinary care team—including hospital staff, medical professionals, and community partners—the Case Manager liaises with and coordinates access to a range of services, including but not limited to substance use and mental health supports, primary health care, housing access, legal and income supports, and identification replacement. This position reports to the Supervisor, Mobile Community Health Services and is part of **CUPE Local 7797**. Evenings and/or weekend work is required.

#### MAJOR DUTIES:

- Coordinate care for clients of the Substance Use ICP in partnership with identified UHN teams
- Complete detailed plans, including coordination of supports, referrals, and advocacy on health issues, substance use, mental health, financial, employment, housing, legal, and social supports as per the client's discharge plan.
- Maintain supports in the community, including accompaniments to appointments.
- Work collaboratively and develop strong partnerships with external service providers, such as withdrawal management services, hospitals, law enforcement agencies, and substance use and mental health providers.
- Connect clients with community support based on their needs upon discharge to help achieve and maintain stability.
- Intervene and de-escalate crises.
- Actively participate in team meetings as required (clinical meetings and staff meetings)
- Maintain accurate records and complete reporting required by funders and Supervisors, adhering to PHIPA and The Neighbourhood Group policies.
- Participate in evaluation and research activities as required.
- Support client discharge planning while on-site.
- Connect clients with shelters, detox facilities, and safe beds while on-site.
- Support clients with referrals and accompaniments to RAAM clinics and other medical appointments while on-site.
- Participate and conduct ongoing follow-up meetings with clients in the community.
- Make referrals to other services as appropriate.
- Support with intakes and discharges when required.
- Actively manage a caseload of 15-20 clients.
- Represent the Agency on appropriate coalitions and networks as assigned by the Manager.
- Other duties as assigned

#### REQUIREMENTS & QUALIFICATIONS:

- BA/BSW plus 2 years of experience in human services, preferably as a case manager or a combined equivalent of education, 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
- Lived/living personal experience of substance use, mental health, and/or homelessness is an asset
- Experience, alignment and commitment to harm reduction principles and practice
- Commitment to anti-racism and anti-oppressive practice
- 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 is a must
- Recent demonstrated knowledge and skills in assessment, crisis intervention and prevention, conflict resolution, and negotiation skills, certification is an asset.
- Excellent written and verbal skills in English
- Proficient with MS Office, and web-based data entry and time/labour.
- Self-directed, organized, and demonstrated supportive team member abilities
- Certification in Conflict Prevention and Intervention or willing to be trained
- Ability to work on evenings and weekends as required

To apply, submit your resume with "TNG2026-07" in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)