



JOB POSTING
Case Manager
Full-time Position
FH2022-15
Fife House Foundation

Location: Linkage to Care Program
Shift Rotation: 40 Hours weekly, Monday to Friday
Reports to: Program Manager, Linkage to Care Program

Fife House is an innovative, client-focused provider of secure and supportive affordable housing and services to people living with HIV/AIDS in the Greater Toronto Area. With approximately 110 staff working across 6 locations, in 2020-2021 Fife House served more than 850 residents and clients by providing supportive and transitional housing programs as well outreach programs to homeless clients and their families.

Fife House understands that historically marginalized groups in our communities often encounter particular barriers to full access and participation. We therefore commit to actively dismantling all forms of racism and systemic oppression with GIPA/MEPA at the forefront, including in our own organization and across governance structures. As a settler agency, Fife House stands in solidarity with Indigenous and Black Peoples across Turtle Island and recognizes the role we have in the work of reconciliation and healing.

ABOUT THE ROLE:

Fife House is growing the Linkage to Care program which provides culturally-responsive and strengths-based intensive case management to Black, Indigenous, and Persons of Colour (BIPOC) living with HIV who have identified support needs relating but not limited to: physical health, medication access, mental health, substance use, criminal justice involvement, immigration, and/or precarious housing. The case manager position provides case coordination, crisis management, health and housing stabilization supports within a multidisciplinary team of case managers, housing workers, residential support workers, peers, personal care workers, and clinical care staff. The position directly supports clients in the community, including outdoors, shelters, client rooms/apartments, clinics, and social service agencies. The case manager will also provide in-kind staffing support to the Blue Door Clinic where required.

The Blue Door Clinic is a cross-agency collaboration designed to improve the health of people living with HIV/AIDS (PHAs) who have limited or no health insurance. The Linkage to Care program has been a significant partner since the clinic opened in 2019 and offers in-kind staffing that is responsible for – intakes, referrals, psychosocial supports, treatment access navigation, and discharge planning

DUTIES AND RESPONSIBILITIES:

- Provide comprehensive culturally-responsive case management services, needs assessments, service navigation support and care plan development;
- Attend client intakes with Program Manager and coordinate client enrollment documentation;
- Engage effectively with Black, Indigenous and Persons of Colour experiencing mental health, addictions, cognitive issues, physical health issues and/or homelessness;

- Use a harm reduction and strengths-based approach in service provision, acknowledging historical mistrust and fear of the target population in accessing services;
- Collaborate and work cooperatively with client's interdisciplinary care team to ensure coordination of support services and facilitation of referrals, such as primary care, HIV specialists, mental health and addiction supports, emergency shelters, housing, identification replacement, legal, financial assistance, etc.;
- Advocate on behalf of clients to access a range of services and conduct outreach in the community, including visits to client units, encampments, parks, shelters, and other sites;
- Provide appointment accompaniment where necessary and liaise with relevant service providers to coordinate supports;
- Engage in crisis intervention/prevention with clients, safety planning, and provide supportive counselling;
- Participate in case conferences and collaborate with residential workers and program staff in Fife House's transitional and supportive housing residences to support clients enrolled in case management services;
- Work collaboratively with Fife House's Peer Housing Help, and Health Navigators (PHHNs) to support clients' needs, and commit to the greater involvement and meaningful engagement of people living with HIV/AIDS (GIPA/MIPA);
- Liaise with community partners such as Hassle Free Clinic, Blue Door Clinic, the Toronto People With AIDS Foundation, Toronto Public Health, St. Michael's Hospital, and Casey House;
- Complete housing and respite applications, advocate for appropriate housing opportunities and supports, and assist with market rent searches where appropriate;
- Provide eviction prevention support, including liaising with client's landlords, social assistance programs, legal services, extreme clean services, trusteeship programs, Landlord and Tenancy Board, etc.;
- Facilitate transfer of clients' care to ongoing case management services or a network of support services and initiate client discharge from the Linkage to Care program upon completion of goals identified in care plan;
- Co-supervise placement students with the Program Manager;
- Provide rotational staffing to the Blue Door Clinic and George Street Support program;
- Document client-related and care coordination activities in the Ontario Community-Based AIDS Service and Evaluation (OCASE) and case management system Pirouette in an accurate and timely manner;
- Ensure client files, consents, and relevant information is updated regularly;
- Participate in team meetings, case management rounds, supervision, and training sessions;
- Submit expense claims and relevant documentation in accordance with agency regulations;
- Other duties as assigned by the Program Manager or the Senior Housing Manager;

QUALIFICATIONS:

- A diploma/degree in social services (or equivalent) with a minimum three years of case management experience in the mental health and addictions sector ;
- Knowledge of HIV/AIDS and related health comorbidities, addictions and mental health issues experiences by Black, Indigenous and Persons of Colour, and/or 2SLGBTQIA+ communities;
- Knowledge of anti-racist, culturally-responsive practices, psychosocial rehabilitation principles, and a trauma-informed lens;
- Demonstrated interpersonal skills, supportive counselling skills, group facilitation skills and ability to build rapport with individuals navigating complex systems of care;

- Understanding of the complex systems of immigration, criminal justice, poverty, housing, addictions and mental health, gendered violence, generational trauma, and forced displacement;
- Extensive knowledge of community resources for HIV/AIDS, mental health and addiction, housing/eviction prevention, criminal justice system, and immigration
- Demonstrated ability in the delivery of client assessment tools, goal setting, service planning and care coordination;
- Highly developed conflict resolution and negotiation, crisis intervention/prevention skills;
- Demonstrated experience in working within a multi-disciplinary team;
- Highly developed understanding of and proven ability to communicate appropriate professional boundaries;
- Knowledge of the Residential Tenancies Act and Ontario Social Housing Act.
- Strong computer skills (MSWord, Excel, Power Point, Internet, MS Publisher, etc.);
- Ability to use case management software considered an asset (i.e. OCASE, Pirouette);

ASSET:

- Knowledge of HIV infection in the current context, including the impact of stigma and discrimination;
- Non-Violent Crisis Intervention, First Aid and CPR training, Mental Health First Aid, and Naloxone training;
- Lived experience of HIV, mental health, substance use, and/or homelessness;
- Identify as Black, Indigenous, and/or a Person of Colour;
- Additional spoken languages;

ANNUAL SALARY: \$48,680-\$61,160 commensurate with experience, plus comprehensive Benefits Package including: health insurance, life insurance, EFAP paid by Fife House, float and management days off, paid sick leave and wellness activities.

FIFE HOUSE is committed to upholding the values of equity, diversity, and inclusion in our living and work environments. We know that diversity underpins excellence, and that we all share responsibility for creating an equitable, diverse and inclusive community. In pursuit of our values, we seek members who will work respectfully and constructively with differences and across levels of power.

We actively encourage applications from members of groups with historical and/or current barriers to equity, including, but not limited to:

- Persons living with HIV/AIDS
- First Nations, Métis and Inuit peoples, and all other Indigenous peoples;
- Members of groups that commonly experience discrimination due to race, ancestry, colour, religion and/or spiritual beliefs, or place of origin;
- Persons with visible and/or invisible (physical and/or mental) disabilities;
- Persons who identify as women; and
- Persons of marginalized sexual orientations, gender identities, and gender expressions.

We recognize that many of these identities intersect and that therefore, equity, diversity and inclusion can be complex. We value the contributions that each person brings, and are committed to ensuring full and equal participation for all in our community.

Accommodations are available on request for candidates taking part in all aspects of selection process.

TO APPLY:

- Applications will be accepted until May 20, 2022
- Please submit a cover letter and resume by email using the subject line "Posting FH2022-15" to humanresources@fifehouse.org

We thank all applicants but only candidates selected for an interview will be contacted.

For more information about Fife House, visit www.fifehouse.org

Human Resources
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