



**JOB POSTING  
CASE WORKER  
Full-time Contract Position (40 Hours)  
FH2022-18**

**Location:** Fife House, Toronto  
**Category:** Full time Contract (Monday-Friday 40 hours/week)  
**Shift Rotation:** 8:00 am – 4:00pm  
**Reports to:** Program Manager, Huntley THP

**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

**Fife House** is seeking dedicated individuals who will be responsible for providing/assisting in direct service delivery in such areas as daily living, personal care, crisis management, and health instruction/stabilization, as well as support a caseload of 10-12 individuals.

**PRIMARY DUTIES INCLUDE:**

- Client Relations**
- Develop Discharge Plan with Huntley and THP clients as needed.
  - Provide ongoing Community Health Assessments and Community Care Plans with eligible clients.
  - Participates and/or facilitates meetings with clients and external supports as necessary.
  - Carry out and/or delegate referrals to other program staff as needed
  - Acts as an advocate on behalf of clients and/or delegates advocacy to support staff as needed.
  - Provide consistent care services in relation to case management of each client's program and goals.
  
  - Complete other tasks as may arise depending on the resident's situation; this includes: room checks, support in room cleans, accompaniment, ADLs, grocery deliveries, taking out the garbage, unit preparations for bed bug/roach, occasional maintenance (indoor and outdoor), lifting of heavy objects
  - Coordinate medical, housing, and additional support for clients
  - Provide appointment accompaniment and work closely with PHHNS to coordinate support
  - Coordinate meetings with clients in the community as appropriate

- Program needs and administration**
  - Submit statistical data to Pirouette/OCASE
  - Cleaning/Disinfection of Common Spaces and Offices Spaces.
  - Deliver services for the Managed Alcohol Program as delegated by clinical staff.
  - Delegate administrative tasks to Residential Personal Support Workers as directed by the Program Manager
  - Ensure confidentiality and appropriate maintenance and audit of resident/client records according to Fife House policies, procedures and guidelines, and funder requirements.
  - Carry Radio (Walkie Talkie) and respond appropriately to emergency calls – fire, violence, medical emergency.
  - Maintain office supplies, request from program manager when supplies are needed
  - Familiarizes self with relevant financial procedures, ensures proper documentation and security of resident care services (e.g., petty cash, house policies and procedures, personnel policies, agency mission, and philosophy.)
  
- Financial and Administrative**
  - Maintain office supplies, request from program manager when supplies are needed
  - Familiarizes self with relevant financial procedures, ensures proper documentation and security of resident care services e.g. petty cash, house policies, and procedures, personnel policies, agency mission, and philosophy.
  - Enter all stats into Pirouette Database
  
- Communication**
  - Facilitate Shift Changes when available.
  - Keeps up to date on the situation of residents by reading both the Staff Log and residents' files.
  - Maintain required statistics and submit reports according to deliverable dates.
  - Contribute to staff meetings and training to inform of changes in service plans, service restrictions, or ADLs
  
- Support Systems**
  - Attends staff meetings, performance reviews, and supervision meetings
  - Proposes improvements to the provision of service to residents
  
- Professional Development**
  - Sets annual performance goals in consultation with the supervisor
  - Attends in-service training opportunities as arranged
  - May attend conferences and workshops as money and time permit and as arranged with the supervisor
  - Attend monthly supervision meetings with the supervisor

**REQUIREMENTS INCLUDE:**

- Completion of a certificate/diploma in Human Services (or equivalent) with one to three years of related experience with the provision case management;
- Knowledge of HIV/AIDS and related health comorbidities, addictions, and mental health issues; health issues experienced by Black, Indigenous and Persons of Colour, and/or 2SLGBTQIA+ communities
- Case management experience - mental health, addictions, psychosocial rehabilitation, and recovery principles;
- Demonstrated ability in the delivery of client assessment tools, client goal setting, and service planning;
- Experience and comfortable with the delivery of client personal care and support;
- Highly developed conflict resolution and negotiation, crisis intervention/prevention skills in the form of de-escalation and problem solving;

- Highly developed written, oral communication skills and group facilitation 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, PowerPoint, Internet, etc.)

### **ASSETS:**

- Experience providing case management;
- Knowledge and experience with AIDS service organizations (ASOs) in the City of Toronto;
- Ability to use case management software considered an asset (i.e., OCASE, Pirouette)
- Some understanding of the complex systems of immigration, criminal justice, poverty, housing, addictions and mental health, gendered violence, generational trauma, and forced displacement;

**Compensation:** \$22.50 hourly rate plus a comprehensive Benefits Package including health insurance, life insurance, EFAP paid by Fife House, float days, 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, color, 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 the selection process.

### **TO APPLY**

- Applications will be accepted till August 8th, 2022
- Please submit a cover letter and resume via our Indeed posting using the link below:  
[Job posting - Case Worker](#)

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

For more information about Fife House, visit [www.fifehouse.org](http://www.fifehouse.org)

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