



51 Clarkson Avenue, Toronto, ON, Canada M6E 2T5  
Tel: (416) 787-3007 Fax: (416) 787-4421 Email: info@acrossboundaries.ca  
acrossboundaries.ca

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## EXTERNAL JOB POSTING

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### **Case Manager Permanent - Full Time**

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Across Boundaries is a mental health centre which provides a range of supports and services to people from racialized communities living with mental health issues and/or substance use. The centre has a holistic model of care and operates within an anti-racism/anti-oppression and resisting anti- Black racism frameworks.

#### **JOB SUMMARY**

Across Boundaries is recruiting for a permanent full time Case Manager to provide services to those experiencing serious mental illness/addictions and are involved with the criminal justice system. The workers will report directly to the Program Manager and work collaboratively within and across teams to provide prompt and appropriate access to services to individuals from racialized communities who are experiencing mental health problems and substance abuse. The workers will provide both intensive and non-intensive services depending on service user needs and will have an average caseload of 20-25.

Normal Hours for full-time employees consist of five (5) shifts or eight (8) hours per day, Monday to Friday, and Saturdays on a rotating basis, inclusive of a thirty (30) minutes unpaid lunch break (entitled under the ESA) and an additional two (fifteen (15) minute unpaid rest breaks. Normal hours of work will generally be scheduled between 8:00 am and 8:00 pm. Employees may be requested, but not required, to work some Sundays.

#### **QUALIFICATIONS:**

- Degree in Social Work from a recognized university or equivalent.
- At least two (2) years' experience as a case manager
- Knowledge of the Criminal Justice System and Ontario Mental Health Act.
- Knowledge of case management theories and practice
- Knowledge, understanding and commitment to the Housing First model and philosophy and/or knowledge of mental Health and the Criminal Justice System
- Knowledge, understanding and commitment to the Recovery Model/Philosophy
- Experience working with transitional aged youth an asset
- Knowledge of case management/individual support functions
- Clinical knowledge and understanding of the client population
- Excellent communication and interpersonal skills
- Excellent assessment skills
- Good English language skills (written and verbal); Second language skills in one or more of the following: African languages, Amharic, Arabic, Farsi, Hindi, Pashto, Punjabi, Somali, Tamil, Urdu.

- Demonstrated excellent documentation and time management skills
- Demonstrated understanding of the concepts of a client-centred relationship
- Demonstrated ability to work independently, cooperatively and constructively within a multidisciplinary team environment
- Demonstrated ability and commitment to working within an anti-racism, anti-oppression, resisting anti-Black racism frameworks
- Lived experience of racism including an understanding of the impact of racism and other oppressions on health and mental health
- Excellent computer skills (e.g., Word, Excel, Microsoft Outlook)

**RESPONSIBILITIES:**

- Provides intensive case management to individuals experiencing serious mental illness and dealing with possible addictions issues, involvement in the legal system and/or homelessness.
- Linkage and coordination of services with partner community agencies
- Accurate record keeping and timely documentation
- Establish appropriate recovery goals in areas such as life skills, independent living, crisis prevention, budgeting, community integration, symptom management and employment
- Provide interventions such as advocacy, referral to appropriate community resources, counselling, crisis intervention, and psycho-education
- Maintain positive relationships with family members, various community partners/resources and court support systems and probation officers
- Comply with the agency’s policies and procedures, maintain complete clinical records
- Participate as a full member of Across Boundaries team.
- Other duties as assigned

Deadline: June 10<sup>th</sup>, 2022

Salary: \$48,442.16 per annum

Bargaining Unit Position

**Vaccination:**

Across Boundaries will require all persons working or affiliated with Across Boundaries to be vaccinated upon hire.

Send Application to:                   Hiring Committee  
 Across Boundaries: An Ethnoracial Mental Health Centre  
 51 Clarkson Avenue, Toronto, Ontario, M6E 2T5  
 Fax: 416-787-0812 Email: [info@acrossboundaries.ca](mailto:info@acrossboundaries.ca)

*We encourage applications from individuals who reflect the broad diversity of communities we work with, including those from racialized, Bi-Racial and LGBTQ communities. We thank all applicants for their interest, however, only those selected for an interview will be contacted.*

*Across Boundaries is proudly **Accredited with Commendation** by Accreditation Canada 2019-2023.*

