

Position: Case Manager
Permanent Full Time

About Across Boundaries:

Across Boundaries is a mental health centre that provides a range of mental health and addictions support and services to individuals from racialized and Black communities in the Greater Toronto Area. We have a holistic approach to mental health care and operate within an anti-racism/anti-oppression and resisting anti-Black racism frameworks. These frameworks focus on providing opportunities to respond to systemic barriers, advocate for the inclusion of traditionally and historically silenced voices at decision-making tables, and strive for change at the individual, organizational and systemic levels.

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 & Responsibilities:

- Bachelor's degree in social work or equivalent from a recognized university.
- Minimum of two (2) years of experience working as a case manager.
- Knowledge of the Criminal Justice System and Ontario Mental Health Act.
- Familiarity with case management theories, practice, and a strong commitment to the Housing First model and philosophy, and/or knowledge of mental health and the Criminal Justice System.
- Understanding and dedication to the Recovery Model/Philosophy.
- Experience in working with transitional aged youth would be considered an asset.
- Strong clinical knowledge and understanding of the client population.
- Excellent communication, interpersonal, and assessment skills.
- Proficiency in computer skills, including Word, Excel, and Microsoft Outlook.
- Proficient in both written and verbal English language skills; additional proficiency in one or more of the following languages is desired: African languages, Amharic, Arabic, Farsi, Hindi, Pashto, Punjabi, Somali, Tamil, Urdu.

- Demonstrated excellent documentation and time management skills.
- Ability to establish a client-centered relationship and work independently while collaborating effectively within a multidisciplinary team environment.
- Strong commitment to working within an anti-racism, anti-oppression, and resisting anti-Black racism frameworks.
- Lived experience of racism, including an understanding of its impact on health and mental health.
- Ability to link and coordinate services with partner community agencies.
- Setting appropriate recovery goals in various areas such as life skills, independent living, crisis prevention, budgeting, community integration, symptom management, and employment.
- Providing interventions like advocacy, referring to appropriate community resources, counselling, crisis intervention, and psycho-education.
- Building and maintaining positive relationships with family members, community partners/resources, court support systems, and probation officers.
- Adherence to the agency's policies and procedures, including maintaining complete clinical records.
- Active participation as a full member of the Across Boundaries team.
- Willingness to undertake other duties as assigned.

Salary: \$48,442.16 per annum (pro-rated). This is a Bargaining Unit Position

Vaccination Policy: Being vaccinated for Covid 19 is an asset.

Note: *Job posting is open until filled.*

Send your applications 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

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. We have also been awarded the Bronze Certification by Excellence Canada in 2019.

