TAIBU Community Health Centre
Community Crisis Response – Post Crisis Case Manager

Position: Full Time/3 years contract
No of Positions: Two (2)
Application Deadline: January 14, 2022

TAIBU CHC, a Community Health Centre established in the Malvern Neighbourhood of Scarborough is offering an exciting employment opportunity to serve the community and make an impact to address the systemic barriers faced by the residents to access culturally appropriate programs and services.

TAIBU Community Health Centre is at the forefront of the delivery of community health and social services to Black communities across the Greater Toronto Area. Our work aims to improve, promote and protect the health and well-being for Black populations through quality and culturally designed primary health care services and strategies.

The primary responsibility of the Post Crisis Case Manager will be to assess and support community members who are at risk of being crisis and/or are experiencing crisis situations in the community with the aim of providing culturally appropriate support including system navigation, making timely referral to appropriate services including providing short term crisis intervention work such as counselling and case management.

Reporting to the Community Crisis Response Service Coordinator, this position provides a range of case management services to individuals, families and groups to enhance or maintain their health and wellness in the community as it relates to community crisis situations. This position carries responsibility for building trusting relationships in the community, systems navigation and referrals, short term counselling, and service planning with a range of Black, Francophone and other racialized community members and residents of the Scarborough neighborhood as defined by the Community Crisis geographical boundaries.

SPECIFIC RESPONSIBILITIES

Intake & Assessment

- Able to work shift work that includes overnights, weekends, and holidays
- Respond in a timely manner to information / referrals of community members who are at risk of being in crisis and/or have faced crisis
- Conduct comprehensive assessment of client’s crisis and/or response to referrals received including assessment of client and staff safety
- Incorporate an anti-racism and anti-oppression lens in all assessment and response including the impact of social determinants of health
- Working collaboratively with clients and members of the Community Crisis Response Team, other inter-professional team of TAIBU CHC, collaborative partners and other stakeholders develop an effective crisis service plan
- Ensure assessment and service plan incorporates clients’ goals, values, skills, resources, strengths ad service requirements
- Ensure clients’ linguistic and cultural needs are considered in the service plans

Case Management

- Provide community members with general information, contacts, referrals services and support as needed to facilitate access to various health, mental wellness and other social services
opportunities that promote the social determinants of health including, but not limited to: housing, employment, education, health, including substance abuse, social abuse, social and emotional issues etc.

- Provide crisis counselling, short term crisis management, advocacy and referrals involving the client and members of his/her immediate support network in the process
- Work collaboratively with clients to identify, develop and fulfill the goals they identify as meaningful and relevant
- Foster and assist in the development of self-reliance and strong peer connections
- Liaise with service providing agencies including mental health, substance use, geriatric crisis and mental health and justice initiatives in order to maximize support to the client
- Follow up with clients as well as service providers to ensure uptake of services and that relationship is working including organizing case conferences of involved clients supports
- Inform clients about resources to facilitate self-referrals
- Assess clients’ familial and social network and identify/offe additional support to carers and support network

Health Promotion

- In collaboration of the Wellness Outreach Workers and the Mobile Crisis team, participate in the development and implementation of in-depth health promotion education and preventative health information sessions
- Assist community members access primary healthcare and other appropriate services in the community
- Participate in the assessment of clients’ stated wishes, daily living skills, environmental resources, motivations latent capability and social networks
- By assessing the significance of changes in clients’ status and together with other members of the Community Crisis Response Service team plan for intervention before a crisis takes place as much as possible

Administration:

- Maintain an up to date knowledge of community resources, internal policies and procedures, agency protocols and share relevant information with other staff
- Participate in staff meetings and on interdisciplinary teams; participate in Centre as may be required
- Develop, implement and update on the case management workplan in conjunction with supervisor as well as identify actions plans
- Keep general program and participant information and records and maintain accurate engagement and outreach statistics, records and reports; ensure weekly data collection and recording of all encounters, either electronically or manually as directed
- Develop and maintain a flexible work schedule that accommodates the needs of the community and the Community Crisis Response Service and as approved by your supervisor
- Carry out other duties as may be assigned from time to time

Experience & Education

- Desirable educational qualification in Health Sciences, Social Work, Health Administration or other relevant discipline
- A minimum of 5 years’ experience in community mental health, crisis intervention, case management or related field
- Demonstrated ability to provide crisis intervention and utilize de-escalation strategies and interventions
- Demonstrated ability to provide suicide risk assessment and intervention following the ASIST model
• Experience working with issues related to substance use and concurrent disorders within a harm reduction framework
• Understand the issues related to involvement in the Mental Health and Justice system
• Demonstrated commitment to and lived experience of anti-Black racism and Afrocentric values and principles;
• Skills to adapt interventions to a diverse client group and intersectionalities
• Knowledge of the Social Determinants of Health and experience of working in anti-racist/anti-oppression context
• Person with lived experience a strong asset
• Demonstrated ability to work co-operatively and negotiate effectively within a multi-disciplinary team of service providers
• Knowledge of and sensitivity to the life experiences and needs of the community combined with previous community development experience
• Ability to work effectively within a diverse and multi-disciplinary team;
• Ability to work flexible hours including evenings and weekends
• Ability to work collaboratively with clients and other agencies and make appropriate use of community resources
• Excellent communication, interpersonal, decision-making, problem solving and conflict management skills;
• TAIBU IS BUILDING ITS BILINGUAL (FRENCH/ENGLISH) CAPACITY AND EXCELLENT FRENCH LANGUAGE PROFICIENCY IS A SIGNIFICANT ASSET

Interested candidates should submit their resume with a cover letter to:
The Mental Wellness & Community Crisis Response Service Hiring Committee
TAIBU Community Health Centre
27 Tapscott Road, Unit 1
Scarborough, ON M1B 4Y7
Email: hr@taibuchc.ca

No telephone enquiries. TAIBU CHC thanks all applicants for their interest. However, only those persons selected for an interview will be contacted.

TAIBU Community Health Centre is an equal opportunity employer and applicants from racialized and marginalized communities are strongly encouraged to apply.