



## **Mental Health and Addictions Caseworker**

### **OVERVIEW**

The Mental Health and Addictions (MHA) caseworker provides case management support services to North House housing clients in the north Durham townships of Uxbridge, Scugog and Brock. The incumbent will work collaboratively with the housing team to provide client care by aiding individuals and families who have identified a need for mental health and/or addictions supports with a focus on stabilizing housing.

Operating under the Housing First framework, the MHA caseworker will engage with individuals that are homeless or precariously housed to support their mental well-being while housing is being secured. They will also help to stabilize these individuals by fostering personal growth and development based on client choices through skill development, advocacy, coaching, informal counseling, crisis planning, and connection with services and resources within their community.

### **RESPONSIBILITIES**

- Provides case management and mental health support services to North House clients in-office, electronically and on an outreach basis in the community
- Participates as a member of a high performance, multi-service team acting as first point of contact to individuals, providing case management services and managing an assigned caseload of mental health and addiction clients
- Conducts comprehensive and holistic using the SPDAT tool, and follow up with referral sources and recommend services and connections to community resources
- Maintain up-to-date case notes, progress reports, crisis plans, and client files with clear rationale for methods and intervention used, and statistical documentation in accordance with the program requirements
- Complete and maintain accurate statistical and narrative reports on all clients served
- Maintain a system to track and report all performance indicators for North House programs
- Ensure that all client data is entered accurately and in a timely manner into the HIFIS database
- Provides case management support services to clients and determines whether long-term services are required
- Work closely alongside Housing First caseworkers to assist with client Individualized Support Plans (ISPS) to reduce high-needs SPDAT life-areas
- Provides case management services in an individualized, supportive and flexible manner
- Works with clients one-on-one looking at coping strategies and educating about community resources
- Advocates and assists clients to navigate the Mental Health System and link to services
- Provide assistance to clients establishing peer and family support networks
- Consults and collaborates with community resources and service providers ensuring clients obtain the most appropriate services and receive continuity in their care
- Documents client contacts, creates daily logs, summaries and other reports in a timely manner, as outlined in the North House policies and procedures
- Prepares and maintains statistical information
- Inform North House staff on mental health and addictions services available
- Performs other tasks as assigned by management
- Manage the Harm Reduction program partnered with John Howard Society Project X-Change program
- Track and report on Harm Reduction supplies to the Neo Database, and education provided for safe use
- Manage naloxone reporting and distribution to Public Health Canada

## SKILLS

- Post-secondary education in social service work or social work and a minimum of three years related experience or equivalent combination of education and experience
- Sound knowledge the *Mental Health Act*, *Health Care Consent Act*, social service benefits and related legislation in Ontario
- In good standing with the Ontario College of Social Workers and Social Service Workers (OCSWSSW), or eligible and willing to register within first three months of employment
- Knowledge and understanding of social housing, the *Residential Tenancies Act* and eviction prevention strategies is an asset
- Ability to develop and maintain a positive therapeutic relationship with clients
- Ability to develop and maintain positive relationships with community partners and represent the agency in a professional manner at all times
- Well-developed interpersonal, and relationship building skills; as well as ability to establish rapport and has excellent communication (written and verbal) skills
- Ability to acquire and utilize community resources effectively to meet client needs
- Excellent problem-solving skills to weigh all factors when assessing clients
- Ability to adapt to changing circumstances
- Ability to organize and present information
- Ability to work a variable schedule which may include evenings and weekends as required
- Valid Ontario Driver's license, access to a safe, dependable vehicle and \$2M liability insurance coverage
- Knowledge of MS Office (Word, Excel, PowerPoint, and Outlook)

## WORKING CONDITIONS

- Sits at a desk, as well as stands and walks daily, in order to perform the duties of the job
- Concentration, attentiveness and creativity required daily to attend meetings, develop Client Care Plans, teach life skills, manage a caseload, prepare documents, listen to clients, etc.
- Works in office and work field environments
- Exposure to abusive/irate clients, distractions, interruptions and deadlines
- Possible exposure to substances and/or needles, pests, and biohazards (PPE provided)
- Interacts with clients, staff, visitors and staff from other organizations
- Able to lift items as heavy as 25 lbs
- Manual dexterity required to use desktop computer and peripherals
- Must be fully vaccinated against COVID-19
- A current police vulnerable sector check is required

## LOCATION

The North House main office is in Uxbridge. Due to North House's service delivery requirements, the incumbent will be required to work and travel throughout Durham Region, primary in the north Durham area. Office setting with occasional travel to events or client and agency meetings within the Durham Region catchment area.

## COMPENSATION AND HOURS

This is a full-time position in-office with regular hours of work are 9 am to 5 pm, Monday to Friday; however, occasional evenings and weekends may be required. Salary \$52-55K/year based on experience. Extended health care including dental and vision care. Ten paid personal days plus three weeks vacation.

Proof of COVID-19 vaccination is a requirement of all North House staff except for those with an approved medical or human rights exemption.

If you are ready to embark on this journey with us and join in on the continued growth and success of this organization, this may be the opportunity for you!

Please note that submissions will be reviewed on an ongoing basis, and therefore early submission is encouraged. Please send your resume to [careers@northhouse.ca](mailto:careers@northhouse.ca). Only those candidates selected for an interview will be contacted.