



Internal/External Employment Opportunity

Position Title: Opiate Case Management Worker/Client Engagement Worker
Component/Team: ICM
Status: Contract ending on March 31, 2025, 1.0 FTE Full-Time (35 hours per week)
Salary Scale: \$53,435 - \$64,355 annualized salary plus benefits
Start Date: Immediately

Position Description:

Opiate Case Management Worker

The Opiate Case Management Worker will provide case management services including assessment, goal setting, care planning, accompaniment, and discharge planning to a case load of up to twenty clients with Opioid use disorder. The goals of Case Management interventions are to support stabilization of the specific social determinants of health factors impacting the client and to support improvements in client self-efficacy, empowerment and quality of life as defined and understood by the client.

Client Engagement Worker

The Client Engagement Worker plays a critical role in engaging, welcoming, assessing the needs of, and providing direct services and internal / external referrals for clients seeking psycho-social support in the Oasis program. The Client Engagement Worker provides practical supports including (health card assistance, ODSP applications and drug coverage applications), system navigation support and crisis counselling as needed. The Client Engagement Worker collaborates on team-based care plans with the Oasis Medical team and others involved in the client's care. The Client Engagement Worker may provide supports to clients in the Oasis Clinic setting, in an outreach setting with community partners or by providing accompaniment as part of care plans.

This position is split between both roles: 0.5 FTE Opiate Case Management Worker and 0.5 FTE Client Engagement Worker

Skills, Education and Experience:

Requirements for this position include:

Education and Language

- A bachelor's degree in social work, counseling, social science or health-related field.
- Be a member in good standing of a college or order such as the College of Registered Social Workers and Social Service Workers
- Under the Centre's designation to provide French Language Services, this position is designated bilingual preferred:



- French (oral expression): Advanced +
- French (oral comprehension): Superior
- French (reading comprehension): Advanced
- Fluency in English, both oral and written

Professional Experience

- Three to five years' experience working with a broad range of at-risk populations, including: people with HIV/AIDS, hepatitis C, street involved people, people with mental illness, people with substance use disorder, sex workers, men who have sex with men, transgendered people and other marginalized groups
- Experience working within a harm reduction framework
- Experience with motivational interviewing techniques
- Experience engaging precontemplative/contemplative clients
- Experience in outreach/accompaniment in the community

Knowledge, Skills and Abilities

- Knowledge, understanding and sensitivity to substance use disorder, mental health issues and homelessness
- Knowledge of the impact of determinants of health on risk for HIV
- Knowledge of motivational interviewing techniques
- Knowledge and experience of implementing care plans
- Knowledge and experience with supportive counseling techniques
- Knowledge of community resources in Ottawa
- Knowledge of various computer programs
- Strong interpersonal, organizational and problem-solving skills
- Strong assessment and triage skills
- Strong crisis intervention and assessment skills
- Strong suicide intervention skills
- Ability to de-escalate crisis situations in a therapeutic manner
- Ability to incorporate and strengthen collaborative and interdisciplinary teamwork and to work with a variety of health and social service providers
- Ability to identify client service needs and refer appropriately
- Ability to work one on one with clients in the community
- Ability to work under stress with multiple demands and tasks
- Ability to work independently
- Demonstrated flexibility, good judgment, initiative & creativity
- Demonstrated ability to exercise strong decision-making skills and deal with unpredictable situations
- Respect and valuing of the diversity of communities and individuals
- A non-judgmental and positive attitude towards street-involved people, people who are HIV+ or who are at risk of becoming HIV+ and people with substance use disorder, mental illness and concurrent disorders

**Reporting Relationship:**

As an employee of the Sandy Hill Community Health Centre, the Opiate Case Management Worker/Client Engagement Worker is directly accountable to the Case Management Services Team Leader and through them to the Manager of Addiction and Mental Health Services and to the Executive Director.

Conditions of Employment:

Hours of work will be developed in collaboration with the successful candidate to ensure a healthy work-life balance. A schedule of work will be based on the Centre's hours of operation and program requirements and will include evenings and some weekends.

An offer of employment will be conditional upon the candidate completing a criminal reference check, verification of educational requirement for this position and linguistic profile to the satisfaction of the Sandy Hill Community Health Centre.

Accommodation:

SHCHC will provide accommodation for applicants with disabilities in its recruitment process.

If at any stage in the selection process you require accommodation due to disability, please let us know the nature of the required accommodation.

How to Apply:

To apply, please visit sandyhillchc.workable.com and select the appropriate job opening.

Clients of the Centre are welcome to apply. Should a client become the successful candidate, they will no longer be able to continue receiving services at Sandy Hill Community Health Centre. Assistance will be made available to find an alternative provider.

POSTING DATE: March 22, 2024

CLOSING DATE: April 3, 2024 at 4:00 p.m.