



JOB POSTING: ADDICTION SERVICES CENTRAL ONTARIO –

JOB POSTING 2025.03CFT

CASE MANAGER 2 – NYGH (North York General Hospital)

6 Month Contract Full-time

Addiction Services Central Ontario (ASCO) is a charitable, community-based addiction services organization with its main office located in Aurora, Ontario and provides programs and services in York Region, South Simcoe and some parts of Toronto.

ASCO unites to support individuals to achieve their goals by offering hope and promoting well-being. Addiction Services Central Ontario takes pride in its passion for client service. Each day presents new opportunities to demonstrate leadership and expertise in addictions to the community. ASCO embraces a holistic, biological, psychological, social and spiritual approach to addiction. A holistic approach places the person at the centre. The agency uses a harm reduction approach in addiction treatment and equally respects individuals who choose abstinence or harm reduction. ASCO's three strategic priorities are: Develop Our People, Drive System Leadership in Integrated Care and Advance Clinical and Operational Excellence.

Addiction Services Central Ontario is seeking an experienced, highly motivated and energetic individual to work as a **Case Manager 2**.

Mental health and addiction challenges are a leading cause of disability among young people. One in five youth need mental health support, but wait times and stigma are often barriers to care. The Slight Family Foundation has committed to a pilot program to address these barriers at North York General Hospital (NYGH) in collaboration with ASCO as one of its partners for this project. This **Case Manager 2** position will provide case management services based out of NYGH's Emergency Department and new Mental Health Emergency Services Unit, with an opportunity to provide consultation in inpatient units throughout the hospital. The focus population will be to provide support to transitional aged youth, ages 16-29. This position provides services in various capacities to ensure we meet the needs of clients where they are located.

This position will provide on-site services five shifts per week at North York General Hospital and will work closely with the North York General Hospital staff, and other community partners, as required, to assist ASCO in achieving the goals set out by the agency, OHTs and/or its funders.

With the evolving nature of Ontario's health system through the establishment of Ontario Health and Ontario Health Teams, this position will be involved in collaborating with other organizations to ensure a seamless transition of services.

ASCO is required to follow all public health and provincial directives as well as of those of our Ontario Health Team partners as related to the pandemic and other health issues that may come forward, including but not limited to vaccination requirements.

The Case Manager 2 NYGH position is a full-time six (6) month contract position, for 35 hours per week, with a minimum of two evenings per week, weekend work is also expected (i.e., some Saturdays). The hourly wage rate is \$34.10

Why work at ASCO?

- 4 % Vacation pay on each pay
- HOOPP Pension Plan for Contract Full-time and Part-time and Permanent staff
- 2 days' Paid Personal time
- Employee Assistance Plan
- Various employer-paid training programs
- Mileage reimbursement when required
- Free on-site parking (reimbursement)
- Perkopolis Membership available

Duties and Responsibilities include but are not limited to:

Policies, Procedures, Legislation and Professionalism

- Is familiar with, and committed to the organization's Vision, Mission, and Values.
- Demonstrates understanding of, and adherence to organizational policies and procedures, including but not limited to the Protection of Privacy, Workplace Violence, Discrimination and Harassment policies, Accessibility for Ontarians with Disabilities, etc.
- Follows all health and safety policies and procedures as per our Health & Safety Program and actively maintains a healthy & safe work environment through both actions and words.
- Functions in accordance with relevant professional standards of practice.
- Regularly updates professional knowledge through educational events, workshops, and profession related reading and training.
- Takes part in regular supervision with the Clinical Supervisor, providing necessary information for review of client files and discussion of appropriate interventions, and sets professional goals where required related to skill and knowledge acquisition.
- Engages in regular performance reviews and provides feedback concerning own performance.
- Accepts direction from the Clinical Supervisor and provides feedback concerning client and service issues.

Initial Treatment Planning

- Complete required assessments to determine client needs for services.
- Complete assessments for referral to bed-based treatment such as withdrawal management (detox), live in treatment programs, and other programming as determined by client needs.
- Negotiates individualized care plan, based on feedback from the assessment results, the client's strengths, prioritized problem areas, client's preference and readiness to change, and identification of potential barriers to treatment entry.
- Develops a clear plan of action; including client's identified goals, treatment interventions, specific referral as appropriate, duration and frequency of on-going services.

Direct Client Service

- Demonstrates ability to observe boundaries, engage in appropriate emotional regulation, and uphold the code of ethics and standard of practice aligned with regulatory college in all work related to client care.
- Attends and participates in NYGH's departments as part of a multi-disciplinary team, to help facilitate intake, consent to services, resource navigation, referral to internal ASCO programs, and

external services as appropriate to the client's presenting needs.

- Establishes collaborative partnerships with clients that involve non-judgmental listening and client-directed goal setting that fosters independence, self-determination, competence and hope, by employing strengths-based principles and practices.
- Informs clients of confidentiality requirements and the limitations of confidentiality.
- Collects relevant information through assessment from clients, and with their permission, from family members and other service providers in order to collaboratively develop a treatment plan.
- Develops short term objectives with client to meet their goals, and concrete action steps to achieve client objectives.
- Collaboratively develops individualized crisis prevention/intervention plans with clients as required.
- Actively participates in regular interdisciplinary team meetings to provide clinical assessment, feedback, and recommendations for treatment planning and or discharge
- Helps clients to take advantage of wellness opportunities including healthy diet, exercise, adequate sleep, and a variety of self-care strategies.
- Provides clients with discharge planning and service navigation related to addictions concerns.
- Provides supportive counselling.
- Provides information about community resources to clients, and with their permission, family and significant others.
- Attends case conferences, and accompanies clients to agencies, and to health-related and other appointments.
- Collaboratively develops with clients a transition plan that will result in a positive termination of service.
- Participates in Group Services delivery upon completion of orientation, shadowing and training.

Client Safety

- Follows program guidelines and the Client Safety Framework to promote the safety of clients.
- Provides appropriate support to clients who have reported actions that are contrary to the Health & Safety program, or who have engaged in actions that are contrary to the program.
- As applicable, works with clients to identify safety issues, and develop prevention and response strategies.
- Facilitates provision of harm reduction supplies such as Narcan kits and equipment for the safe use of substances.

Documentation

- Maintains client files according to agency policies, protocols, guidelines and procedures.
- Maintains timely and comprehensive documentation of plans, summaries, client contacts and interventions and any other client issues in clients' files, including in agency databases and information management systems.
- Reports statistics about clinical activities using mandated database and using agency format.
- Completes monthly, annual and other reported documentation as required in a punctual and comprehensive manner.
- Maintains clear and concise client records that are based upon facts and observations, avoiding opinion or subjective conclusions.

Community Treatment Services

- Conducts individual case management sessions - the frequency and length of sessions may vary depending on the client's needs and program format.
- Maximizes client's participation in treatment, community services and events and actively promotes self-efficacy.

- Provides supportive counselling including, but not limited to, brief intervention, lifestyle and personal counselling to assist individuals to develop skills to manage substance use and related problems, and/or maintain and enhance treatment goals.
- Knowledge and understanding of services provided such as referrals to therapy, residential treatment, detox, relapse prevention, crisis intervention, follow-up and aftercare.

Community Liaison

- Develops and maintains extensive knowledge of the supports and services in Central Ontario and surrounding areas.
- Establishes effective working relationships with NYGH medical teams & psychosocial teams, emergency shelters, community mental health and addiction providers, housing providers, and other community agencies and resources and helps clients to negotiate with services and engage in self-advocacy.
- Engages in community capacity building to support people.
- May sit on external and internal committees that are consumer related, upon approval of the Clinical Supervisor.

Client Liaison/Advocacy

- Advocates ensuring that services and supports meet a client's needs.
- Intervenes on client's behalf, as requested or indicated, with other agency staff, the housing provider or other community services.
- Develops an advocacy plan in collaboration with clients to ensure access to mental health services, and to address any other identified issues.
- Engages in systemic advocacy to address issues of inequality and injustice with the support of the Clinical Supervisor.
- Performs other duties and responsibilities as assigned by the Clinical Supervisor.

Team and Organizational Responsibilities

- Liaises with NYGH staff, community partners and other agencies in a manner that promotes the agency's reputation and facilitates quality care for shared clients.
- Participates in agency work delegated to committees related to staff development, program planning, social activities, community information, etc.
- Shares information and constructive observations with colleagues that promote clinical and administrative activities of the agency, including peer review and consultation.
- Commitment to research investigations, pilot projects, etc. that may be undertaken by the agency.
- Helps ensure the agency and program objectives are met.
- Participates in public education, student placement mentoring, program development, planning groups, etc., as appropriate and/or assigned.
- Demonstrated interest in health care and the specific fields of substance use, problem gambling, concurrent disorders, and supportive housing.
- Works harmoniously with colleagues, including not behaving in ways that are likely to be offensive in any manner to others and confronting such behaviours by others.
- Ensuring case management support is conducted with an Anti-Oppression and Anti-Racism (AOAR) framework and through an AOAR lens.
- Conducts self in a responsible, professional manner.
- Other duties that may be assigned from time to time

Qualifications:

- A Bachelor's Degree in Social Work, social sciences, one of the sciences or a health-related discipline OR a minimum 5+ years' direct clinical experience in addictions and/or mental health.
- Member or member in progress with one of the regulatory colleges under the Regulated Health Professionals Act ex: College of Registered Psychotherapists of Ontario; Ontario College of Social Workers and Social Service Workers.
- Experience working with marginalized populations, combined with a considerable knowledge of substance use / misuse issues.
- Minimum 2 years of case management experience.
- Proven work experience in housing, basic life skills, counselling, crisis intervention, advocacy, meditation, and conflict resolution.
- Knowledge of systemic issues such as poverty, unemployment, stigma, medications, and the isolation felt by individuals with serious mental illness and their families.
- Ability to work in a harm reduction context.
- Experience working in a fast-paced interdisciplinary team context, is an asset.
- Sound knowledge, awareness and understanding of anti-oppression and anti-racism (AOAR) practices, with ability to practice in a culturally sensitive manner using AOAR principles.
- Knowledge of The Ontario Mental Health Act, Mental Health reform principles, the Substitute Decisions Act, and the Health Care Consent Act and PHIPA requirements.
- Knowledge of The Ontario Human Rights Code, and the Child and Family Services Act.
- Experience working in a Hospital or Emergency Department environment an asset.
- Extensive knowledge of supports and services in York Region and its bordering communities including formal and informal resources is an asset.
- A valid Canadian driver's license and appropriate insurance for a personal vehicle.
- Excellent English communication skills, both written and verbal.
- The ability to provide services in French and any additional languages a definite asset.
- A satisfactory Police Vulnerable Sector Check

Please apply by sending your resume and cover letter detailing what interests you about this opportunity and experience you have that sets you apart from others.

Internal Applicants can apply by logging onto ADP, go to Myself > Talent > Career Centre.

Deadline to apply: Until Filled.

External Applicants: [APPLY ONLINE](#).

The process we will undertake to recruit for this role includes:

- Initial screening of resumes and covering letters
- Those who are successful in moving through the initial screening process, will be asked to participate in a brief telephone interview
- Those who are successful in the telephone interview will be asked to attend a face-to-face interview to gain a better understanding of the role, as well as, provide you the opportunity to discuss how your experience fits well with this opportunity.

We are an equal opportunity employer and welcome applications from diverse individuals who self-identify on the basis of any of the protected grounds under the Human Rights Code, and we encourage you to reflect upon the diversity you would bring to this role within your application. We are wholly committed to integration and to building a diverse, inclusive, accessible and respectful workplace where every employee has a voice and is given the opportunity to fully contribute, ensuring an equal employment environment without discrimination or harassment, while maintaining the independence of individuals and removing barriers to accessibility in the workplace. We remain committed to full compliance with the Human Rights Code, the Accessibility for Ontarians with Disabilities Act, the Occupational Health and Safety Act, and all other applicable legislation.

ASCO is committed to diversity within its community and especially welcomes applications from racialized persons/persons of colour, women, Indigenous people, persons with disabilities, LGBTQ2 persons, and others who may contribute to the further diversification of ideas. Applicants who require special accommodation in order to complete their application/interview are encouraged to contact our HR representative of the accommodation measures required which will enable you to be interviewed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

WE WELCOME ALL APPLICATIONS, HOWEVER ONLY THOSE SELECTED FOR AN INTERVIEW WILL BE CONTACTED