

## **CASE MANAGER, YOUTH MENTAL HEALTH**

### **Access to Resources and Community Supports (ARCS) for Youth Program**

### **Two (2) Bargaining Unit Positions, Temporary Part-Time Until January 2027**

**Monday - Tuesday 9:00am-2:30pm**

**Wednesday-Friday 11:30am-5:00 pm**

### **Existing Vacancies**

**Compensation: \$28.54/hour-\$33.12/hour**

### **About Cota**

Cota is an accredited not-for-profit organization that has been providing community-based support to people living with mental health and cognitive challenges for over 50 years. At present, our wide array of services delivers much needed support to over 4,000 people/year who live with mental health challenges, psychogeriatric mental health conditions, acquired brain injuries, developmental disabilities, dual diagnoses and/or the experience of homelessness. These services include, but are not limited to, case management, supportive housing and adult day program services. A full listing of our services can be viewed on our website at <https://cotainspires.ca/>

Cota is presently seeking a dynamic and innovative individual to join our amazing team in the capacity of the role outlined within this posting. If you feel you have the skills and qualifications to perform the duties of this role while consistently exemplifying Cota's values of Hope, Respect, Dedication, Equity, Accountability, Collaboration and Innovation, we would love to hear from you.

### **Role Overview**

Cota is seeking to recruit two temporary full-time Case Managers – Youth Mental Health for its ARCS for Youth program. These Case Managers will work primarily with newcomers and Black youth identified and referred by Eva's Initiatives (Eva's).

### **About the Team**

This role is an integral component of an exciting new initiative sponsored by the Slaight Family Foundation involving Cota, Eva's Initiatives and North York General Hospital. The goal of the initiative is to provide short term, community-based, mental health case management to newcomers and Black youth in order to enhance their wellbeing and connection to community-based resources, thereby reducing unnecessary reliance on hospital emergency services.

### **About the Participating Organizations:**

- Cota is an accredited community based organization that provides a wide range of services and support to individuals living with mental health and cognitive challenges across Toronto.
- Eva's operate youth shelters in Toronto and helps young people move from crisis to stability with the ultimate goal of moving to independence. They work with each young person to develop an achievable action plan, attain their goals, and build strong community connections.
- North York General Hospital is a leading community academic hospital in Canada offering acute care ambulatory and long-term services. They are the sponsor of the Slaight Family Foundation initiative and will be actively coordinating the initiative and the evaluation of its impact.

All participating organizations are committed to applying Anti-Black Racism and Anti-Oppression lenses to their work in supporting Black Youth experiencing homelessness and mental health challenges who have been historically and continually underserved and marginalized across the health and social services systems.

### **About the Position**

The ARCS for Youth Case Manager will need to have a deeply rooted understanding of needs of newcomer and Black and urban youth. The Case Manager will provide community based short term mental health case management supports to eligible individuals referred by Eva's. The Case Manager will work collaboratively with each youth to:

- Conduct an assessment of needs,
- Develop a comprehensive client centered goal plan,
- Provide direct support and guidance in the areas of service navigation, managing situational crises and promoting personal wellness.

ARCS for Youth Case Manager will provide some of their work on-site involvement at Eva's to conduct intake interviews with potential clients and engage directly while providing support.

**Primary Responsibilities:**

- Initiate services to clients at the point of intake to ensure that proper assessment and initial service response occurs.
- Engage with youth to assess needs and determine existing connections to community based mental health & addictions services
- Re-establish/mobilize existing connections to community based mental health services (e.g., Mental Health Case Management, ACTT, primary care ).
- Provide short term support (up to 3 months) to meet the youth's immediate/priority needs and assist in service navigation and connections to longer-term support options.
- Have excellent knowledge of community resources and/or demonstrated ability to search for applicable resources/information.
- Develop and lead coordinated care plans, safety plan with/ for clients and complete the Ontario Common Assessment of Need (OCAN) and other assessments as required.
- Collaborate with other systems, organizations and individuals from courts, probation, short-term residential beds program, hospital and community to ensure a well coordinated service system.
- Facilitate for clients' discharge when appropriate by developing a comprehensive discharge plan.
- Record client status/progress using the appropriate documentation system.
- Work collaboratively and professionally with representatives of participating organizations at all times.

**The Successful Candidates Require:**

- A minimum of Bachelor's degree in a relevant discipline (i.e. Psychology, Social Work, Health Science, etc.), and 3 years of direct experience, assessed as being relevant to the specific target population being served is required.
- Post-graduate certificate or diploma in Mental Health and Addictions from an accredited educational institution is an asset.

- Comprehensive understanding of the issues of homelessness, youth homelessness and the barriers facing youth, particularly Black youth seeking housing and integration into society.
- Understanding of Anti-Oppression, Anti-Black Racism, Critical Disability, LGBTQ2S and Trans-positivity, Trauma, Harm Reduction, Recovery approach in support to mental health and strengths based principles into practice.
- Excellent interpersonal skills and demonstrated ability to work effectively with youth.
- Ability to engage, listen and advocate for improved systems outcomes for youth.
- Sound clinical knowledge and understanding of the client population and demonstrated ability to work independently and effectively with the mental health population.
- Experience, alignment and commitment to harm reduction, and knowledge of substance use interventions.
- Demonstrated ability to engage in a meaningful relationship in a short time with a broad range of clients, including those who are resistant.
- Skillful in assertive outreach and follow-up using a flexible approach to support/assist clients in remaining engaged.
- Demonstrated ability to use problem solving techniques to identify and assess client need and develop appropriate intervention strategies.
- Knowledge of principles of case management theory and practice using a client centred and mental health recovery philosophy.
- Excellent knowledge of community resources and/or demonstrated ability to search for applicable resources/information.
- Excellent clinical judgement and decision making skills including a keen awareness of participant clinician boundary issues.
- Cognitive Behavioural Therapy (CBT) knowledge and Motivational Interviewing is an asset.

### **Working Conditions and Other Requirements:**

- The Case Manager will typically provide in-person services on-site at Eva's Phoenix location, with the potential of supporting other sites at Eva's as required.
- The Case Manager will, in some cases, also conduct in-person services at client homes and/or other community settings, as well as virtually where required.
- Some daily travel between locations and/or client appointments will be required.
- Must have access to a vehicle for travel in order to effectively perform daily work duties. (Please note that access to a vehicle means owning, borrowing, or renting

a vehicle. Alternatively, it can include using ride services such as Uber, cabs, and taxis at no cost to Cota).

### **Application Details:**

Please forward a cover letter and your current resume <https://cota-external.scouterecruit.net/jobs/EX347-case-manager-youth-mental-health>.

### **Cota's Values & Commitment**

Cota's core values of Hope, Respect, Dedication, Equity, Accountability, Collaboration and Innovation are at centre of who we are and what we do.

As an equal opportunity employer, we remain dedicated to sustaining an experienced workforce that reflects Cota's commitment to recognizing everyone's contributions, respect of everyone's dignity, unique experience and potentials.

Cota will not condone or tolerate any acts of discrimination or harassment under any of the grounds protected under human rights legislation. This commitment extends to the hiring process and throughout the course of employment.

### **Cota's Diversity Statement**

Cota remains respectful of all protected rights in line with the grounds laid out by the Ontario Human Rights Code (OHRC). Cota is also strongly committed to diversity and especially welcomes applications from racialized persons/persons of colour, women, Indigenous/Aboriginal People of North America, persons with disabilities, LGBTQ2S+ persons, and others who may contribute to the further diversification of ideas.

As part of our hiring process, you may be asked to complete demographic survey. This survey is voluntary and any information provided shall remain anonymous and confidential, only being used for the purpose of workforce reporting.

### **Cota's Accessibility Statement**

Cota is committed to the principles of the Accessibility for Ontarians with Disabilities Act (AODA). As such, we strive to make our entire hiring process as accessible as possible and provide accommodations as required for applicants with disabilities. For any recruitment related accommodation needs and/or requests please contact the HR Department via email to [hr\\_recruitment@cotainspires.ca](mailto:hr_recruitment@cotainspires.ca)

### **Additional Information:**

**Interview Process:** Cota may choose to conduct parts/all of the hiring process virtually. Please note that as part of maintaining an agile workforce, all Cota staff may be required to be reasonably reassigned to support the operational needs of our essential services.

**Screening Process:** Please note that Cota uses AI to screen potential applicants for all roles.

**Scent Free:** Cota encourages a scent-free environment. Any staff or visitor attending any of our sites should please refrain from wearing fragrances and other scented personal care products (i.e. perfumes, deodorants, lotions, hairspray, etc.)

We would like to thank all those that apply; however, due to high volumes of interests, only those selected for an interview will be contacted.

Thank you, Cota's HR Department.