

CASE MANAGER, DUAL DIAGNOSIS

Toronto West Integrated Service Team -TWIST

One (1) Bargaining Unit, Permanent Full-Time Position

Existing Vacancy

Monday-Friday 9:00am-5:00pm

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 Hope, Respect, Dedication, Equity, Accountability, Collaboration and Innovation, we would love to hear from you.

Role Overview

The Case Manager, Dual Diagnosis provides support to Service Users living with a dual diagnosis (co-occurring developmental disability and mental illness), and may be experiencing concurrent addictions. The Case Manager also works with Service Users who have dual diagnosis and justice system involvement. They are responsible for engaging with each Service Users, developing goal plans, providing service coordination, coaching, skills teaching, safety planning and linking/referral supports aimed at assisting each Service Users to achieve their goals.

The Case Manager must work collaboratively with Service Users, their families/natural support networks and agencies/services in the mental health, justice and developmental services sectors in order to effectively fulfill their role.

About the Team

The Toronto West Integrated Service Team (TWIST) is presently seeking one (1) experienced, dynamic and motivated Case Manager, with extensive experience working with individuals living with Developmental challenges and knowledge of available resources, to join our interdisciplinary program. This team is comprised of Case Managers who have expertise in Acquired Brain Injuries, Mental Health, Mental Health & Justice, Dual Diagnosis, Geriatric Mental Health, Homelessness, Addictions and Nursing.

Primary Responsibilities:

- Reviewing the referral information of applicants to the program.
- Coordinating and participating in screening interviews with applicants and their respective referral sources.
- Connecting service users to community resources and advocacy.
- Determining eligibility for the program and confirming acceptance of new Service Users into the program.
- Developing a collaborative, supportive and therapeutic relationship with each designated Service Users for whom they are assigned primary responsibility.
- Completing a comprehensive assessment of the nature of each Service Users unique goals and needs through collaborative engagement with each Service Users and their respective support networks.

The Successful Candidate Requires:

- A combination of a post-secondary degree or diploma with 4 years of direct experience in the delivery of community dual diagnosis services.
- Sound theoretical and practical knowledge of co-occurring developmental disability and mental illnesses.
- Practical experience working with individuals living with Developmental challenges.
- Sound clinical knowledge and understanding of the Service Users population and demonstrated ability to work independently and effectively with individuals with serious mental illness and complex needs.
- Post-graduate certificate or diploma in developmental disability from an accredited educational institution will be considered an asset.
- Extensive knowledge of community services and resources relevant to client population will be considered an asset.
- Demonstrated ability to provide holistic and comprehensive case management services to all clients including initial and ongoing assessments, goal setting, short and long-term case plan development, crisis intervention, progress monitoring, individual money management.
- Knowledge of principles of case management theory and practice.
- Demonstrated ability to use problem-solving techniques to identify and assess Service Users needs and develop appropriate intervention strategies.
- Demonstrated ability to engage in a meaningful relationship with a broad range of Service Users, including those who are resistant.

- Skillful in assertive outreach and follow-up using a flexible approach to support/assist Service Users in remaining engaged.
- Excellent knowledge of community resources and demonstrated ability to negotiate with others on behalf of Service Users.
- Excellent communication and interpersonal skills.
- Excellent clinical judgment and decision-making skills including a keen awareness of Service Users-clinician boundary issues.
- Experience in working within a multidisciplinary team.
- Experience with group facilitation is considered an asset.
- Knowledge of and commitment to an Anti-Racism Anti-Oppression framework as well as an ability to articulate and implement Recovery Philosophies.
- Proficient in MS Office, and OCAN documentation.
- Experience working in a community agency an asset.

Other Requirements and Working Conditions:

- Conduct visits in the Service Users' homes, hostels, hospitals and other community settings working in sometimes difficult conditions, including hoarding.
- Comfortable working with a broad range of Service Users groups.
- Must have access to a vehicle (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 **to the link below**

<https://cota-external.scouterecruit.net/jobs/EX350>

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

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.