

November 26, 2024
Internal/External Job Posting:
Case Manager-Permanent Full-time
(35 hours/week; 2 positions – 2 FTE)
Posting Number: 2024-18

Davenport-Perth Neighbourhood Centre and Community Health Centre (DPNCHC) is a multi-service organization that provides various health and community programs and services for a diverse community. We are seeking a case manager to provide case management for clients who require linkage to community resources, referral coordination and service navigation. The case manager facilitates client intakes, ongoing assessment, developing and implementing the appropriate service plans, referral coordination and discharge plan for the client and their family. The case manager assists the client and family with the goal of maximizing client empowerment and health through culture sensitive service, education and programs both within the program and in conjunction with other service providers. We are expanding our services to deepen our work with Black-identified community members and youth. As a result, we are inviting members of the Black community to apply. The successful candidate will be expected to work one evening a week, some weekends, and work independently and as part of a team.

Responsibilities:

- Conduct client intake and needs assessment.
- Identify issues and provide advice, consultation, support and information to clients, their families, service providers and community members on physical, mental health and related matters.
- Develop and implement an appropriate service plan with short- and long-term goals that is tailored to the clients' needs
- Support system navigation to reduce barriers that impact the client's and family's ability to access social services, health and mental health services.
- Act as a client advocate on individual and systemic issues (e.g. housing, education, OW, ODSP, legal, employment etc.).
- Facilitate linkages between clients and community resources and collaborate with appropriate service providers or community organizations.
- Works in collaboration with other DPNCHC staff and/or partner agencies as needed to support interprofessional care.
- Support DPNCHC programming by attending programs to conduct outreach and provide support and workshops related to relevant case management topics.
- Participates in establishing and maintaining community linkages and partnerships with other service providers.
- Participates on community committees and networks as needed.
- Maintain effective and timely documentation of client records.
- Contribute to the ongoing evaluation, development and implementation of programs at DPNCHC.

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Qualifications:

- University degree or college diploma in Social Work, Social Services, or a related field or equivalent level of experience.
- Minimum one-year of case management experience and/or front-line experience with marginalized populations.
- Caseload management skills.
- Excellent interpersonal, communication (written and verbal), problem-solving, organizational and time management skills.
- Demonstrated commitment to principles of an anti-oppression and cultural competence framework.
- An interest and commitment to working in a low-income, multilingual, multiracial community.
- Thorough knowledge of broad determinants of health and issues affecting youth, low income, multi-lingual, Black and racialized communities.
- Additional language skills are an asset.
- Knowledge of the Davenport Perth community is an asset.

Salary range: \$51,916 - \$55,463 per annum, plus Extended Health Benefits and Healthcare of Ontario Pension Plan (HOOPP).

This position is part of the bargaining unit.

Submit cover letter & resume to: Posting 2024-18 to hire@dpnchc.ca or mail to 1900 Davenport Rd, Toronto, ON. M6N 1B7.

Due Dates: Internal Applicants: 5 pm, December 4, 2024

External Applicants: 5pm, December 9, 2024.

Davenport-Perth Neighbourhood and Community Health Centre encourages applications from Black candidates, as well as individuals from diverse backgrounds including culture, race, language, religion, class and gender/sexual orientation. Reasonable accommodation or any other special needs will be provided in all parts of the hiring process. If you require any accommodation, please advise Human Resources. As a condition of employment all new hires must show proof of COVID-19 vaccination (2 doses) with vaccines approved by Health Canada, unless they have an exemption from vaccination under the Human Rights Code. Also required to undertake a Vulnerable Sector Screening with Police Services. Only applicants selected for interviews will be contacted. No phone calls please. DPNCHC is a perfume free environment.