

Job Posting – Support Worker / Case Manager

Position title	Support Worker / Case Manager
Organization	Egale Canada (Egale)
Posting type	External
Term	Full time, 6-month Contract
Level / Salary range	Competitive
Application deadline	May 14, 2021 (5PM EST)
Start date	Immediately
Apply to	Resume and cover letter to jobs@egale.ca

Egale is Canada’s leading organization for 2SLGBTQI people and issues. We improve and save lives through research, education, awareness, and by advocating for human rights and equality in Canada and around the world. Our work helps create societies and systems that reflect the universal truth that all persons are equal and none is other.

Egale’s vision is a Canada, and ultimately a world, without homophobia, biphobia, transphobia, and all other forms of oppression, so that every person can achieve their full potential, free from hatred and bias.

Egale is committed to addressing the disproportionate rates of homelessness, mental health concerns, and suicidality among Two-Spirit, lesbian, gay, bisexual, trans, queer/questioning, and intersex (2SLGBTQI) youth populations. The Day Treatment Program offers a structured academic and treatment program, in partnership with the Toronto District School Board, for youth ages 14-21 exploring their gender and/or sexual identity who experience significant mental health challenges.

The purpose of the program is to provide affirming and 2SLGBTQI-centric programming to improve mental health, promote wellness and support transitions to community schools, employment and/or post-secondary studies. We are currently seeking a skilled and experienced individual to fill the position of Support Worker / Case Manager for the Day Treatment Program.

Job Description

The Day Treatment Support Worker/Case Manager provides direct and daily assistance to program participants. Acts as a primary worker for 6 -8 assigned youth and meets with them on a regular basis to engage them in the program. They will work with participants to develop and implement care and action plans in support of participants' *treatment goals*, as related to education, health and mental health care, social supports, life skills, employment and housing.

The Day Treatment Support Worker/Case Manager combines lived experience, active listening and youth-positive engagement strategies to provide in-class coaching and support, trauma-informed supportive counselling, short-term case management and facilitation of daily treatment programming. The Day Treatment Support Worker/Case Manager will participate in regular case conferences and transition (exit) planning meetings, and will also coordinate the intake and registration process for any new referrals/prospective participants.

Roles and Responsibilities

Using a strengths-based, trauma-informed and harm-reduction approach, the Day Treatment Support Worker/Case Manager will:

Program and Participant-related:

- Assess participant needs, formulate case plans and provide affirming resources and referrals to additional support services, where needed
- Provide supportive, individual counseling for participants including risk assessments and safety planning when needed.
- Design, plan and facilitate daily therapeutic life skills programming relevant to participants' treatment goals and support needs
- Work with participants to identify treatment goals and implement action plans
- Develop and maintain effective working relationships with other service providers, including TDSB teaching staff, as related to participant care
- Provide direct, in-class support/coaching in support of treatment and academic goals
- Maintain a safe and supportive program space, including responding to any potential safety concerns

- Coordinate intake and registration process for any new referrals/prospective participants, including related documentation and communication with TDSB administrative staff.
- Attendance at monthly central intake meetings.
- Participate in supervision, program meetings, all-staff meetings (on rotation with other team member), clinical consultations, peer consultations and committee/partnership meetings when required.
- Identify and discuss participant and community needs, making recommendations for programmatic change.
- Communicates with caregivers on a regular basis and involves them in participant treatment plans when appropriate.

Administrative and Operational:

- Contribute to the maintenance and development of program policies and procedures.
- Ensure up to date maintenance of participant files and data as per agency policies and procedures.
- Other administrative tasks, such as purchasing treatment supplies, as assigned by the Program Manager

Qualifications

Candidates must:

- Have lived experienced as a member of the queer, trans, 2SLGBTQI community
- Have a minimum of 5 years work experience in community and social services preferably in a mental health setting.
- Have a Child and Youth Worker (CYW) diploma or a degree/diploma in a related field.
- Demonstrate leadership, teamwork and initiative
- Demonstrate experience in providing crisis intervention, de-escalation and conflict resolution

- Demonstrate skills in assessment, supportive counseling, case formulation and coordination with marginalized youth and/or their families
- Have working knowledge of community resources to support youth and families
- Demonstrate sound understanding and application of anti-racist and anti-oppressive theories and practice.
- Be able to work independently, assess priorities and effectively balance workload demands.
- Be computer savvy including: Windows10, Office365, accurate database entry and internet research.
- Proficiency in a second language an asset.

Additional Requirements:

- Satisfactory clearance under the Vulnerable Sector Screening process
- Valid, current First Aid and CPR certificates
- Valid and current CPI training (optional).

Application Details

Please **submit a cover letter and resume to jobs@egale.ca** by the deadline.

Please title the email **“Support Worker/Case Manager”**.

Employment Equity and Diversity

Egale Canada Human Rights Trust is committed to ensuring that members of traditionally marginalized groups, from a broad range of communities, feel empowered to apply for positions within the organization. We encourage qualified applicants to consider work and volunteer opportunities with Egale as we recognize that a diverse work force and volunteer base are critical to accomplishing our mission. The organization is dedicated to taking proactive steps to overcome historical patterns of discrimination in our society which have created barriers of race, colour, religion, sex, national origin, age, disability, language, class, sexual orientation, and gender identity or expression for some individuals and have resulted in the denial of their full participation in society.