



Job Posting

Position Title: Case Manager Hep C & Harm Reduction

Employment Status: Temporary Full-Time contract until March 31, 2025

Position Status: This is a Bargaining Unit position. All terms and conditions of the collective bargaining agreement apply

Job Posting Deadline for Internal Candidates: December 26, 2024, at 5:00pm

Hours of Work/Schedule: Monday to Friday, 35 Hours per week (includes one evening shift per week)

Salary Range: Annualized salary range \$50,191 - \$60,542, commensurate on skills and experience, plus participation in HOOPP

Position Reports To: Manager, Health Equity & Priority Population

Location: Oshawa, ON (with flexibility to work at any of the DCHC locations as required). This position requires travel to provide services in the community and at all DCC sites

Organization

Durham Community Health Centre (DCHC) is a registered, charitable organization that provides integrated, accessible, and equitable community-based primary care, wellness services, and health education to Durham community members who face multiple barriers to their health and well-being.

DCHC also provides equity-based programs and services that focus on priority populations such as Indigenous, Black, the 2SLGBTQI Community, Newcomers to Canada, Seniors, and Unattached patients (i.e., those without a family doctor), to name a few. DCHC ensures Durham community members receive not only sick care, but preventive care as well.

At DCHC, we are a team-based interprofessional group of staff including physicians, nurse practitioners, nurses, counselors, dietitians, outreach workers, medical secretaries, and other administrative staff. We always place every client at the centre of our approach to care, based on their needs. We address these needs through integrated clinical and wellness care and health education.

It's an exciting time to be joining DCHC, while we are embarking on an energizing path with a focus on making our biggest impact yet on local health care by diversifying, expanding, and leveraging our Strategic Plan, Theory of Change, Brand, Client Stories and Resources.

DCHC's 2023 – 2026 Strategic Goals

- Drive Program and Service Integration and Client Experience Across All that DCHC Does
- Evolve Program Offerings to Improve Health Equity and Meet the Needs of DCHC's Priority Populations
- Establish DCHC as a System Advocate and Champion for Equity
- Enhance DCHC's Brand and Awareness Across Durham Region
- Become an Employer of Choice with a Focus on Recruitment, Retention, and Development

Position Overview

Case Manager – Hepatitis C and Harm reduction

The Case Manager on the multi-disciplinary outreach team provides direct services to individuals at risk for infection with Hepatitis C, HIV, and other sexually transmitted and blood-borne illnesses. Population includes at-risk youth, substance users, homeless or underhoused, and Indigenous as identified in the Provincial Policy Framework for Aids Bureau and Hepatitis C Funding Programs. The Case Manager will provide intake and assessment, brief psychotherapy, and a holistic case management approach to complex clients who are identified as being at risk for, or already engaged in, harmful behaviours or practices. The Case Manager will work with clients to achieve safe, realistic, and reasonable goals and links clients with community organizations who provide wraparound services to priority populations. The objective is for clients to set personal goals, be housed, be engaged in care and be engaged in the community.

Education and Skills:

- Minimum qualifications include a post secondary degree or diploma in a human service/health science discipline relevant to the position. Equivalency may be considered for a combination of educational and work experiences.
- Registration with a regulated health professional college (including College of Nurses of Ontario, Ontario College of Social Workers and Social Service Workers, College of Registered Psychotherapists of Ontario, or College of Occupational Therapists of Ontario) is required.
- Minimum two years related case management experience with adults and youth having serious mental health and substance use issues
- Knowledge of a recovery and harm reduction-based approach.
- Excellent interpersonal skills, sound knowledge of supportive counselling skills, and the ability to form effective therapeutic relationships with marginalized individuals.
- Sound judgment and good problem-solving skills.
- Ability to work closely with medical and allied health professionals and participate effectively as part of the larger multi-disciplinary team.
- Demonstrated understanding and sensitivity to diversity issues.
- Self-directed and independent, but also experienced in working effectively as a member a team, which includes internal and external stakeholders.
- A valid Ontario driver's license is a requirement for the position.

Direct Service Responsibilities:

- Initiate intakes, conduct needs assessments, develop and implement plans of care with short and long-term objectives; ongoing monitoring until clients can be discharged from services.
- Engage effectively with individuals experiencing serious mental health issues and/or addictions, cognitive difficulties, or primary health care issues.
- Conduct outreach shifts with other team members as scheduled.
- Develop relationships with individuals served by the team and addresses basic and immediate needs.
- Engage in crisis intervention/prevention with clients.
- Provide holistic case management from a psycho-social rehabilitation and recovery model, linking clients with supports as necessary, including but not limited to housing, transportation, shelter placement, identification services, translation services, legal supports, health supports, meals, drop-in centres, social recreational program, clothing exchanges, etc. Work from a harm reduction approach with clients dealing with addiction issues.

- Advocate on behalf of homeless individuals in accessing a range of services.
- Work collaboratively with team members and service providers with DCHC and the broader community to promote access for clients to timely, flexible, and coordinated services.
- Facilitates transfer of cases to programs and services at DCHC and in the community for follow-up of medico-psycho-social support services.

Indirect Service Responsibilities:

- Document client-related activities accurately and in a timely fashion on the electronic medical record, Telus PS Suite.
- Actively participates in regular supervision, case reviews, team meetings and training sessions.
- Represents the agency at external workshops, inter-agency initiatives, staff training and other community-based activities.
- Other duties as assigned

Physical Demands of the Position:

The Case Manager is expected to meet people outside, making exposure to the weather an expectation of the position. A car is not a requirement of the position however driving for prolonged periods of time with frequent stops is an essential part of the job. The Case Manager may need to walk on rough terrain from time-to-time, for example uneven ground, parks, or ravines while providing outreach to community members sleeping outside.

Special Requirements:

- Criminal background check.
- Must be willing to work flexible hours including evenings and weekends, as required.

Full vaccination against COVID-19 is mandatory for this position (DCHC will however adhere to its duty to accommodate those who are unable to be fully vaccinated for a reason related to a human right protected ground).

Application Process:

1. If you are interested in being considered for this position, please submit a cover letter and resume outlining your qualifications and expectations by email to recruiting@durhamchc.ca . This position will remain posted until filled.
2. While we thank all applicants for their interest in applying, only those qualified and considered for an interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration.
3. All applicants are encouraged to provide a valid email address for communication purposes. Applicants may receive written correspondence regarding this job posting directly to the email address provided on their resume. As an applicant, it is your responsibility to ensure that you check your email regularly.

4. All positions are subject to the successful completion of the following pre-employment conditions for all external hires: Reference Checks; and Criminal Background checks (including Vulnerable Sector Screening).

Durham Community Health Centre is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the provisions of the Ontario Human Rights Code, and any other applicable legislation. Accessibility: If you have accessibility needs and require alternate formats or other accommodations, please contact Human Resources at 905-723-0036, or by email to recruiting@durhamchc.ca. **Durham Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**

