



Internal & External Posting

Case Worker, Adult Drop-In

Temporary Part time Position: 17.5 hours per week

Contract Period: April 2023 – June 2023 (3-month contract)

Salary: \$24.85 per hour

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a co-ordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment.

Job Summary

The Case Worker provides direct client support under the supervision of the Manager, Adult Programs. The Case Worker conducts needs assessments, provides informal counselling, referrals, education, case management services and crisis support to individuals who are homeless or street involved. The Case Worker supports the work of the Adult Drop-in and Harm Reduction Program Workers by engaging participants in improving their health and well-being. The incumbent will ensure that all organizational policies are followed..

Primary Responsibilities

- Complete "intakes" and create client files for up to 25 street involved individuals
- Conduct a needs assessment with individuals to help clients identify and prioritize goals or areas of development.
- Provide short term "case management" services that support client wellness, empowerment, and autonomy.
- Provide support and informal counselling.
- Participates in case coordination in cooperation with other members of the LAMP team to ensure those with complex needs have access to information, referrals, follow-up and advocacy.
- Collaborate with external services to advocate for client needs and make referrals.
- Accompany clients to appointments as needed.
- Assist clients with form filling related to housing, benefits etc.
- Institute crisis intervention strategies.
- Completes and maintains accurate, legible and timely client, program & LAMP records including files and statistical records.
- Attend relevant internal/external committees such as the Toronto Drop-in Network committees, the South Etobicoke Harm Reduction Coalition, Round Tables, Interagency Lunches etc.
- Provide support/mentorship to Peer Workers on staff.
- Provide support in drop-ins and other programs that target street involved populations.
- Develop forms and promotional material as required.

Required Qualifications

- Post-secondary education from a University or Community College in the area of Social Work, Addictions, Adult Education, or equivalent experience.
- Two years' experience in a similar position, minimum.
- Valid First Aid and CPR certificates are required and must be kept current every three years.
- Demonstrated skills and experience working in a community setting with people living in marginalized conditions, and with people experiencing mental health and addictions challenges and needs (i.e. newcomers, immigrants, seniors, youth, queer and trans, people living in isolation and in poverty who are at risk.)
- Proficient in crisis management, case management, group facilitation and short term counselling.
- Excellent interpersonal skills necessary to work effectively across all levels of the organization's diverse workforce.
- Excellent communication skills, both verbal and written, with the ability to clearly convey information and ideas.
- Positive attitude, empathetic, flexible and dependable with strong initiative, the ability to work both independently and in a team oriented atmosphere.
- Demonstrated cultural competency and awareness of cultural safety, ability to communicate with a wide variety of people from diverse cultural backgrounds, experiences and socioeconomic status.
- Must be client focused with excellent problem-solving skills with the ability to deal effectively with crisis and conflict, cope with trauma, ensure self-care, balance crisis support and counselling duties.
- Knowledge of safe drug use practice.
- Open minded, eager and willing to constantly learn and improve oneself.
- Knowledge of LAMP Community Health Centre, the South Etobicoke community, and/or a second language that is reflective of the community being served are all preferable assets.

Proficiency in the Following Computer Skills

- Solid working knowledge and ability to navigate a PC windows environment, including shared drives.
- Strong skills and experience using Microsoft applications (Word, Outlook & Excel).
- Strong skills and ability to easily navigate the internet/intranet environment.
- Experience and accuracy using database applications.
- Ability to learn new software quickly and willingness to continuously develop technology skills.

Working Conditions

- Weekly shifts include Saturdays and may include evenings.
- Must be able to work in a fast paced, multi-faceted environment and make quick decisions.
- Clients may exhibit challenging behaviors.
- It entails stress from working with challenging clients, and being confident and competent in dealing with clients in crisis, distress and dealing with trauma.
- Incumbent needs to attend to self-care, dealing with illness and death of clients.
- Ability to effectively understand the appreciation of guiding fundamentals at LAMP, i.e. Health Promotion, AntiOppression; Harm Reduction and the principles of community-based practice. "Walk the talk."
- There is an expectation for all employees to participate in two events per year for the agency; these events may be during the evening or on a weekend.

Physical Requirements

- Data entry, with short periods of time sitting stationary in front of a monitor while keyboarding.
- Ability to balance all job requirements in a busy atmosphere, including responding promptly to all communication.
- Frequent standing for extended periods of time and some frequent lifting may be required.
- Demonstrates good and safe work habits, and maintains a clean working environment.
- Ensures that staff and clients are compliant with LAMP's Health & Safety regulations and LAMP's policies and procedures, including the immediate reporting of any breaches of Health & Safety or Environmental incidents, accidents or concerns to their respective manager/supervisor and/or the Director, Human Resources & Operations.

As part of our mandate for inclusivity, reasonable accommodations can be made for all incumbents to perform the described physical functions of the aforementioned job.

LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.

Please send your resume with a cover letter to **Human Resources:**

Email Address	recruiting@lampchc.org
Subject	Job Opening for Case Worker, Adult Programs
Internal Deadline	5:00 pm on Friday, March 10, 2023
External Deadline	5:00 pm on Friday, March 17, 2023

***We thank all applicants for their interest. However, only those selected for interviews will be contacted.
No phone calls please.***