



Title: Hospital In-Reach Worker (Case Manager)

Job Status: Full Time

Job Region: All Blue Door Locations, Southlake Hospital (Emergency Department, In-Patient Unit)

Equipment: Computer, telephone, Reliable Vehicle/Valid Driving License/Insurance and Clear Driver's abstract.

Salary: \$25.72 per hour

Job Summary

Reporting to the Program Manager, Transitional and Health, the Hospital In-Reach Worker (Case Manager) is a social worker or equivalent, supports individuals experiencing homelessness accessing hospital services (Emergency Department and In-Patient Unit) with system navigation and discharge planning. This worker will work both remotely and on-site at Southlake Hospital as directed.

Responsibilities

- Provide one-on-one support to patients with no fixed address to determine system of support and available housing and discharge options.
 - Explore and utilize natural support in discharge planning.
 - Explore and utilize housing options available.
 - Facilitate access to emergency housing and/or seasonal programs when applicable.
 - Advocate and facilitate access to palliative care when appropriate.
- Liaise and coordinate with the hospital team to support discharge rounds when appropriate.
- Liaise and coordinate potential discharge support with community partners as appropriate. Making sure that appropriate information is exchanged in the process for a warm transfer.
- Connect patients to financial supports as needed.
- Work from an anti-oppressive and trauma informed lens.
- Record keeping, preparing monthly and quarterly statistics.
- Stay up to date with new and current community-based resources and support.
- Provide follow-up to patients discharged into housing at three months to determine if they experienced re-admission to the hospital in that period.
- Provide follow-up to patients who had not secured housing before discharge at three months to determine if they experienced re-admission to the hospital in that period.
- Advocacy for patients with regards to coordinating support.
- Support clients to navigate community support and services.
- Homelessness prevention for patients whose housing could be jeopardized with hospital stay.
- Support transportation, and other essential needs of patients as required.
- Other duties as assigned.

Respect and Professionalism

- Maintain professionalism in the workplace.

- Working cooperatively alongside and supporting all Blue Door team members and departments.
- Adherence to the mission, vision, policies and procedures of the agency.
- Able and willing to promote harm reduction practices in accordance with core standards.
- Attend internal staff meetings and staff training as required.
- Maintain the confidentiality of all client and agency information.
- Utilizes effective conflict resolution skills in accordance with (Crisis Prevention Intervention (CPI) training.
- Fosters positive and appropriate relationships with clients, colleagues, community partners and volunteers.
- Provides referrals and follow-up as necessary.
- Meets with managers on a regular basis and participates in completion of annual performance evaluation.

Occupational Health & Safety

- All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others.
- All employees shall learn and understand health and safety policies and procedures and will comply with them.

Qualifications

- Minimum Bachelor of Social Work Degree or equivalent. Combination of relevant education and experience.
- Knowledge of Landlord Tenant Act.
- Knowledge of Housing First Practices.
- Experience working with vulnerable populations.
- An understanding of homelessness, mental health and addiction issues.
- An ability to work independently and as an effective team member.
- Excellent verbal and written communication skills.
- Strong interpersonal skills with clients and colleagues and commitment to team approach.
- Understanding and delivery of anti-oppressive practices.
- Experience with harm reduction practices.
- Excellent organizational skills.
- Able to operate within a flexible work schedule.
- Ability to lift up to 40 lbs
- Must have a reliable vehicle, valid driving license, clean driver's abstract and appropriate insurance. Mileage is reimbursed.
- CPI, CPR and Vulnerable Screening Clearance (Police Check).

Blue Door is committed to the development of staff and leadership team that reflects the incredible diversity of the communities we serve. We promote the principles of intersectional anti-racism and anti-oppression and adhere to the tenets of the Ontario Human Rights Code. We both welcome and encourage applications from members of groups with historical and/or current barriers to access and equity, including Indigenous, Black and racialized people, members of 2SLGBTQI+ communities, people with disabilities, and people with lived experience of homeless. Blue Door is a unionized work environment.

In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and Blue Doors AODA Policy, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance. All applications will be reviewed as received, and interviews will begin with qualified candidates as soon as possible. The position may be filled before this job posting ends. Only

candidates selected for an interview will be contacted. Please submit a cover letter and resume to hr@bluedoor.ca