



Native Child and Family Services of Toronto

Native Child and Family Services of Toronto is an Indigenous, community controlled multi-service agency. Our mission is to provide support, ensure safety and enhance the quality of life for Indigenous families, children, and youth within the greater Toronto area. Our agency works within a holistic framework, which builds on individual and family strengths, and engages clients as partners in identifying issues and their solutions.

Holistic Case Manager

Classification:	Contract Fulltime	Rate:	\$51,395 - \$74,511
Hours:	35 hrs/wk.	Location:	30 College St.

NCFST is committed to staffing a workforce representative of the Indigenous population we serve. We encourage First Nation, Metis and Inuit applicants to apply and please self-identify in their cover letter.

Major Responsibilities

Under the direction of the Supervisor of Holistic Intake Team, the Holistic Case Manager will:

- Ensure all requests for services are processed in a caring, holistic, culturally-based, and professional manner consistent with NCFST's established standards, policies and procedures
- Conduct holistic assessments, co-create goals/objectives with community members and identify appropriate resources to meet identified needs
- Provide on-going case management, advocacy, and referrals as required and ensure quality of service to community members through collaboration with all service providers
- Provide crisis support, advocacy and group based services as required
- Provide supportive counselling and grounding skills coaching
- Spend time with community members and their families to create ongoing support circle
- Gather collateral information as appropriate from other community service agencies, etc...
- Complete all required documentation including manual records, statistical reporting and input into NCFST's computerized case management system
- Identify and refer cases to the appropriate resources and supports. Attend circles (transfer or other case conferences) as required
- Coordinate and oversee all case recordings and conferences.
- Be an active worker on the Holistic Services Duty Response roster
- Work in a safe manner in accordance with the Society's Health and Safety Policies and Procedures and all relevant legislation
- Other duties as required

Qualifications

- BSW or completion of a College or University program in social work, addiction, counselling or other social science or health-related discipline or equivalent combination of education and experience
- Two years relevant experience
- Pass a vulnerable sector police records check
- Knowledge and awareness of the diverse urban Indigenous population
- Knowledge of child development, family systems and dynamics, human growth and behaviour, domestic violence, child abuse or mental health and wellness
- Understanding of client-centred and First Nation, Metis and Inuit community-based work
- Team skills to work collaboratively with others
- Bio-psycho-social assessment skills.
- Effective counselling and crisis support skills
- Excellent communication skills, both oral and written
- Time management, organizational and coordination skills
- Understanding of Native Child and Family Services of Toronto Mission and values
- Understanding of workplace Health and Safety practices and understanding of an employee's responsibility under current legislation
- Ability to work effectively with all levels of staff, to maintain effective communication and working relationships, demonstrating strong interpersonal skills, tact, sensitivity and build strong internal relationships



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If you are interested in this job opportunity, please click [APPLY](#) by on or before August 9th, 2021

We are committed to providing a barrier-free work environment in accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, NCFST will make accommodations available to applicants with disabilities upon request during the recruitment process.

We thank you for your interest, however, only those applicants selected for an interview will be contacted.