

## Case Worker

|                                                            |                                                                                                                                                                                                                                                                                 |
|------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title:</b>                                          | Case Worker                                                                                                                                                                                                                                                                     |
| <b>Employment terms:</b>                                   | Regular full time, 1.0 FTE (35 hours/week), with expectations to work evening and weekend hours. This is a permanent position, contingent upon continued program funding.                                                                                                       |
| <b>Salary range:</b>                                       | \$53,027.00- \$63,065.00 annually along with HOOPP pension plan and extended health benefits                                                                                                                                                                                    |
| <b>Expected start date:</b>                                | ASAP                                                                                                                                                                                                                                                                            |
| <b>Number of positions:</b>                                | 1                                                                                                                                                                                                                                                                               |
| <b>Reporting to:</b>                                       | Manager, Operations and Integrated Services or Delegate                                                                                                                                                                                                                         |
| <b>Locations:</b>                                          | 5 Fairview Mall Drive, North York, ON                                                                                                                                                                                                                                           |
| <b>Application deadline:</b>                               | October 24, 2025 by 5:00 PM Eastern Time                                                                                                                                                                                                                                        |
| <b>Application Process:</b>                                | Qualified applicants are invited to submit their application via email at: <a href="http://www.jobillico.com/en/job-offer/flemingdon-health-centre/case-worker-fv-1.0-fte/16448950">www.jobillico.com/en/job-offer/flemingdon-health-centre/case-worker-fv-1.0-fte/16448950</a> |
| Please include a cover letter and resume in a single file. |                                                                                                                                                                                                                                                                                 |

**Background:** Flemingdon Health Centre (FHC) is an engaged and involved member of some of Toronto's most dynamic neighborhoods; Flemingdon Park, Fairview and Thorncliffe Park. FHC is a registered charity and an incorporated not-for-profit Community Health Centre (CHC), with a vision of Strong Healthy Communities. Across our three sites, we provide a range of health-related services based on the social determinants of health with extensive community engagement.

At FHC, we believe that health is much more than just the absence of disease. Our approach to community health encompasses the social determinants of health which includes: education, employment, isolation, food security and social supports, and utilizes a community development model to promote health, prevent disease, and strengthen community capacity. We value health equity, inclusion, community engagement, accountability & transparency, excellence and collaboration & partnerships.

### Position Summary:

The Case Worker supports Social Worker clients with intake and case management using a person-centered, approach. Case Workers are responsible for developing comprehensive needs assessments with individuals who are experiencing concerns related to mental health, substance use, and poverty, and assisting individuals in navigating Flemingdon programs and external systems providers to acquire healthcare, housing, education, identification, income, and other resources. Flemingdon's approach requires proactive engagement to "meet people where they are." Flemingdon Health Centre's consent-based, relationship-building approach seeks to address the root causes to promote long-term wellness and safety.

### Responsibilities include:

#### General

- Provide culturally sensitive services to clients in person and virtually
- Complete accurate documentation, including in Flemingdon's Electronic Medical Record, Practice Solutions (PSS)
- Provides reports as needed/required

#### Intake – New Clients

- Provide intake assessment and support to people living in the catchment area.

- Screen, enroll and orient new clients to the health centre services and programs.
- Provide information and supportive services to other referring agents, and liaise closely with other service providers to ensure optimum delivery of services.

### **Navigation and Case Management Support**

- Meets regularly with individual clients to monitor needs and progress on an ongoing basis, provide case management, referrals, mentoring, and coaching
- Refers callers and community members to appropriate community resources and services
- Provide navigation support to clients as needed
- Provide brief crisis counselling to clients and community members
- Triage and support incoming requests for services and support SW team as required within the scope of the role

### **Community Outreach**

- Promote Flemingdon Health Centre to external neighbourhood agencies and build strong working relationships with community agencies.

### **Internal**

- Coordinate child-minding services at the Fairview site of FHC
- Coordinate interdisciplinary educational seminars
- Attends and actively participates in required trainings, meetings, Committees, working groups and presentations.
- Other tasks as required/assigned by supervisor

### **Skills and Qualifications**

- BSW or equivalent education and experience
- Proficient in Microsoft Software and comfort with technology
- Analytical skills to identify and resolve problems, assess client needs, formulate recommendations using sound judgement, develop appropriate service contracts, determine and take action to address the needs of the client
- Decision making skills to determine action required
- Crisis intervention skills
- Excellent oral and written communication skills
- Excellent organizational and coordination skills to respond to fluctuating workloads and respond immediately to crises
- Excellent interpersonal skills to build trusting relationships, liaise with community professionals and FHC staff
- Able to work under pressure, handle emergencies with professionalism and defuse crisis situations.
- Social and multicultural sensitivity

### **Working Conditions & Physical Requirements:**

- Incumbent will be expected to work some evenings and/or weekend hours based on organizational demands and community needs.

**Note:** This is a bargaining unit position with UFCW. Terms may be altered as a result of collective



## Case Worker

bargaining. For more details on benefits and entitlements, please refer to our collective agreement here:  
[Collective Agreements Portal \(gov.on.ca\)](https://www.gov.on.ca)

*We encourage applications from individuals who can identify with the diverse communities we serve. We thank all applicants for their interest but regret that only those selected for an interview will receive an acknowledgement. Please note that a criminal background check (Vulnerable sector) will be conducted for this position. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.*