JOB POSTING: Addictions Case Manager

Date of Posting:	October 1, 2026
Position:	Temporary Full-Time Addictions Case Manager
Job ID:	CCH-2653
Bargaining Status:	C.U.P.E. Local 4891
Vacancy Type:	Existing Vacant Position
Hours of Work:	Monday to Friday, 9:00am to 5:00pm
Service Area:	Mental Health and Addictions
Program/Department:	SHPPSU
Reports To:	Program Manager
Hourly Rate/Salary:	$56,736.41
Start Date:	October 16, 2026

About CommunitiCare Health

We are a first of its kind community health care agency that provides a full range of community health care and support services in West Toronto. We offer inter-professional primary care, community support services, community mental health and addictions services, supportive housing and home care services. We continually look for ways to better serve our clients and our community and to equitably provide access to community health care to keep our clients healthy and happy at home.

Position Statement/Summary

Case Managers provide services based on the principles of the Recovery Model (RM) to clients impacted by serious and persistent mental illness and, in some cases, concurrent disorders. Support offered is person-centered, ongoing, flexible, and variable according to need and in accordance with the clients personal values and goals. This position requires that individuals assess potential crisis situations and intervene accordingly.

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Key Responsibilities

1. To participate in the intake process and client orientation to the program.
2. To establish a therapeutic alliance with the client and develop collaborative partnerships with the clients support systems.
3. To conduct regular client home visits in the community.
4. Perform an initial and ongoing assessment of client needs using the OCAN assessment tool and otherwise assist the agency in meeting reporting requirements.
5. To assist in the development of skills and to coordinate the necessary community resources to assist the client in maintaining mental health and wellness.
6. To advocate on behalf of clients needs and entitlements.
7. To develop and maintain effective working relationships with community resources and relevant stakeholders.
8. To ensure that relevant and accurate information is maintained and disseminated as appropriate.
9. To participate and contribute as a member of a team, which will include the sharing of tasks and responsibilities from time to time as well as the ability to work flexible hours.
10. Provide supportive counselling and assistance to clients in their pursuit of identified goals and needs such as:
11. Acquiring and maintaining shelter, food, income, I.D., and clothing.
12. Accessing primary health and mental health care.
13. Developing personal skills in the areas of budgeting, medication and symptom management.
14. Developing harm reduction strategies in relation to substance use.
15. Intervene during crisis situations and provide appropriate follow-up and support in order to assist clients in crisis resolution. Develop, implement, and monitor service care plans and crisis prevention/safety plans in partnership with clients.
16. Documentation of client interactions in accordance with CommunitiCare Health policies, procedures and protocol.
17. Other duties as assigned by the Program Manager.

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Qualifications

- A degree or diploma in health/social services and/or relevant experience within the mental health system.
- Understanding of Recovery Philosophy. Experience and/or formal training in case management and the Recovery Model for persons labeled with a mental illness and/or concurrent disorder an asset.
- Strong assessment, counselling, crisis prevention/intervention liaison skills.
- Experience planning and implementing programming.
- Knowledge of available community and mental health resources in the City of Toronto.
- Demonstrated ability to work with individuals with mental health and addictions issues.
- Understanding of the link between systemic discrimination and mental health using an anti-discrimination/anti-oppression framework.
- Sensitivity to the stigma, marginalization, and poverty experienced by many clients. Ability to interact with clients in a positive and supportive manner while respecting their autonomy and individuality.
- Knowledge of a trauma-informed approach.
- Computer competent and literate (word-processing, email, internet), experience with computer-based case management software.
- Personal characteristics of flexibility, resourcefulness, independence, sensitivity, persistence, and commitment are necessary.
- Sound judgement and decision-making, time management, problem solving and organizational skills.
- Ability to communicate effectively and work within the context of a team.
- First Aid and/or CPR certification an asset.

Note to External Applicants

We thank all the applicants for their interest and advise that only those selected for an interview will be contacted. We would appreciate no phone calls until you are contacted directly by Human Resources.

As part of our hiring practices, we encourage and welcome resumes from all members of our diverse communities, including but not limited to persons with lived

experience, people of colour, indigenous peoples, persons with disabilities, and members of the 2SLGBTQI+ community.

CommunitiCare may use artificial intelligence (AI) tools during the recruitment process to support candidate selection, screening, and assessment. These tools assist with administrative and screening functions and do not replace human review or decision-making processes.

If you have any requirements for accommodation due to disability, please advise Human Resources during the recruitment and selection process. We will work with you to best meet your needs as per the resources available to us.

CommunitiCare Health is a scent-free environment.

How to Apply

Submit to:	Human Resources at jobs@communiticare.org
Submission Deadline:	October 9, 2026

Please indicate the Job Reference Number (CCH-2653) in the email subject line