Case Management Coordinator – contract

North York Harvest Food Bank is the primary food bank for northern Toronto, distributing more than two million pounds of food last year through 77+ neighbourhood programs. An independent, charitable organization, we envision a community where all members are able to meet their food needs. Our efforts are focused in three major areas: developing dignified community food programs, creating public awareness about hunger and its causes and engaging the community in deciding how best to meet its food needs. The Senior Manager, Program Services is responsible for overseeing North York Harvest's direct service programming through our three community food spaces.

Responsibilities

- Provide case management services which include intake, assessment, case management with both short and long term goals, and follow up support, as needed
- Work closely with Food Space Managers and Learning Enrichment Foundation assigned staff to ensure a well-coordinated service system
- Develop and maintain strong professional relationships with community service organizations across the North York.
- Maintain excellent and timely documentation, files, and related reports and data entry
- Develop and maintain case management systems and tools
- Traveling extensively between 4 sites
- Support in finalizing the Sustainable Livelihoods Grant
- Maintain up-to-date information on community resources
- Attending staff meeting, community and network meetings and taking part in professional development opportunities and trainings, as needed

- Staying informed about issues and trends related to food security, poverty, policy etc. that may affect our network and client base

- Actively contributing to a supportive and inclusive team that works together efficiently, effectively and respectfully

- Other duties as assigned

Qualifications*

- University or college education in social work or related field, or equivalent education, training and/or professional experience

- Minimum of 1 year case management experience

- Strong assessment and engagement skills

- Ability to work in multiple office and community settings, in shared space and artificial lighting

- Strong organizational skills
- Understanding of the social determinants of health

- Demonstrable attention to detail
- Excellent time management skills
- Experience working with volunteers
- Experience working with diverse communities
- Knowledge of poverty, food security issues and social services in Toronto
- Knowledge of anti-oppression principles
- Strong communication skills and ability to work as a team
- Ability to exercise good judgment, problem solving, and flexibility in response to changing situations and needs
- Computer skills (MS Office, Excel, Internet, data entry, Google Apps and Gmail)
- Ability to work well with minimal supervision
- Ability to work in multiple office and community settings, in shared space and artificial lighting
- Ability to work evenings or occasional weekends as required
- Fluency in a second language an asset (Farsi, Tagalog, Spanish, Russian, Arabic, Mandarin)
- Food handling certification is an asset
- Familiarity with northern Toronto is an asset
- Some evenings and weekend work required

* North York Harvest Food Bank is committed to employment equity and encourages applicants from equity seeking groups. We recognize a range of lived and work experience as being valuable to our work and encourage interested parties to apply.

Reporting Relationship: Case Management Coordinator will report to the Senior Manager, Program Services
Hours: 30 hours per week, 6 month contact *(with possibility of extension)*
Salary: $20-$22 hour, plus benefits

Please submit a cover letter and resume to Mandy Ridley, mandy@northyorkharvest.com by Friday, February 28, quoting job title in subject line.

We thank all applicants for their interest, however, only those to be invited for an interview will be contacted.

North York Harvest Food Bank, 116 Industry St, Toronto, Ontario, M6M 4L8. www.northyorkharvest.com