

**INTERNAL / EXTERNAL  
JOB POSTING**

<b>Job Title:</b>	<b>Bilingual Intake /Case Manager LESA, Manager Mental Health Substance Use Health and Addictions (MHSUHA)</b>
<b>Status:</b>	Regular Full-Time Position – (Vacant position)
<b>Pay Scale</b>	\$ 53,421 - \$ 64,362 / annual
<b>Pension and Benefits:</b>	Excellent benefits package including Healthcare of Ontario Pension Plan (HOOPP)
<b>Start Date:</b>	As Soon As Possible

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**Summary**

The LESA program provides counselling services for older adults (55+) who are seeking support for issues related to substance use including alcohol and psychotropic medication and/or problem gambling. The LESA Bilingual Intake /Case Manager is often the first point of access for individuals into the LESA program. The incumbent follows up with referrals to the LESA program and completes an intake and assessment that captures the current issues experienced by the individual and explores their hopes and goals for making change. As part of the assessment process the incumbent will also assess the need for case management/care coordination support for vulnerable older adults who may need assistance with one or more areas of their life (i.e. housing support/ health system navigation etc.). The Intake worker/Case Manager will support the individual in collaborative care planning and ensure that this plan is communicated to allied health providers and/or other supports.

The LESA Intake /Case Manager is also responsible for managing the LESA wait list and supporting individuals, when applicable, through the provision of case management supports or through the provision of psycho-educational groups. Supporting and engaging individuals into the program by assessing and supporting motivation for change is a key element to this position, as is collaboration with allied health professionals and other community supports. Strong assessment skills in mental health and addictions, along with an understanding of best practices in integrated care for older adults, is required for this position. Also important is the ability to inform and refer clients to resources when clients do not meet the eligibility criteria for our program.

**Qualifications:**

**Essential**

- Bachelor's degree in Social Work, Nursing, Health Science, or equivalent combination of education, training and experience

- 3 years' mental health and addictions intake and case management experience
- Experience and knowledge related to working with older adults
- Proven ability to work well independently and as part of multidisciplinary team
- Knowledge of the Harm Reduction Model of treatment.
- Knowledge of how to support older adults struggling with substance use and or problem gambling
- Ability to provide case management services within a concurrent disorders framework
- Demonstrated knowledge of the older adults social services resources, substance use management and treatment programs and the centralized access for addictions treatment services in the region
- Knowledge of recovery principles within mental health
- Demonstrated ability to provide crisis intervention and support
- Understanding of the importance of community-based care designed to support older adults and in keeping with CCHC's commitment to equity, anti-racism, and anti-oppression.
- Demonstrated knowledge of working with equity deserving senior populations including: indigenous individuals, 2SLGBTQIA+ individuals, those with concurrent disorders; racialized persons/people and older adults on low income.
- Demonstrated ability to work with vulnerable populations within a trauma-informed approach
- Demonstrated understanding of and experience with Motivational Interviewing
- Ability to inform and refer clients to resources when they are not meeting the criteria for the program
- Proven ability to network and build professional relationships
- Strong organization and time management skills
- Excellent verbal and written communication skills
- Flexibility, excellent judgement and initiative
- Valid driver's license and access to car.
- Ability to work some evenings and weekends
- Proficient with Windows-based computer systems including email, MS Word and data base and EMR programs

**Desirable**

- Experience in group counselling.
- Experience in providing home-based counselling.
- SMART Recovery group facilitation trained.

**Language designation**

English, written and spoken

French, written and spoken



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[www.centretownchc.org](http://www.centretownchc.org)

**How to “express an interest” for this opportunity:**

Submit your letter of interest along with your résumé on or before April 3, 2026, 11:59 pm to [jobs@centretownchc.org](mailto:jobs@centretownchc.org)

Please note the following:

- The subject line of your email should read “Intake Case Manager LESA”
- The file name for your resume should read:“(last name)\_(first name)\_ Resume
- The file name for your cover letter should read: “(last name)\_(first name)\_ Cover Letter

We thank all applicants for their interest. Only applicants invited to an interview will be contacted.

Candidates requiring accommodation during the application and/or the interview process should contact us at [jobs@centretownchc.org](mailto:jobs@centretownchc.org) so arrangements can be made. CCHC is an equal opportunity employer and values diversity in its workforce and as such, we encourage applications from individuals who reflect the broad diversity of communities we work with.

Centretown CHC has a mandatory COVID-19 vaccination policy, as such applicants must be fully vaccinated against Covid-19 and provide proof of vaccinations to be considered for employment. Reasonable accommodation will be considered for persons with medical exemption or other exemptions under the Ontario Human Rights Code.