



## **MADISON COMMUNITY SERVICES**

### **POSITION DESCRIPTION**

**POSITION TITLE :** **Mental Health Recovery Worker / Case Manager (French Speaking) – Contract until March 31<sup>st</sup> 2026**

**REPORTS TO :** **Program Manager, Case Management Programs**

**PAY RATE :** **29.32 per Hour**

#### **ABOUT MADISON :**

Madison Community Services is a non-profit organization dedicated to promoting independence, health, recovery, and community integration for individuals living with mental health challenges. We achieve this through the delivery of client-centered, recovery-oriented case management, supportive housing, and a wide array of mental health and settlement services.

Madison is committed to achieving high standards of care that are evidence-based, client-centered, recovery-focused, and aligned with Accreditation Canada's standards. We are dedicated to continuously improving our quality of services through measurable outcomes and performance indicators.

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#### **POSITION SUMMARY:**

The Mental Health Case Manager plays a key role in Madison's Recovery during Immigration and Settlement (RISE) Program, delivering culturally responsive, trauma-informed, and recovery-focused support to French-speaking newcomers and immigrants with mental health challenges.

This position involves providing individualized case management, advocacy, systems navigation, and group-based psychoeducation, in line with the organization's strategic plan, key performance indicators (KPIs), and accreditation standards. Fluency in French and English is essential.

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#### **DUTIES, RESPONSIBILITIES, AND RELATED TASKS**

- Conduct client-centered assessments using standardized tools and practices aligned with Accreditation Canada guidelines.
- Develop and implement Individualized Recovery Plans (IRPs) with measurable goals and outcomes; review progress regularly.

- Facilitate access to key settlement resources (e.g., permanent residency, SIN, OHIP, housing, education, and employment support).
- Deliver culturally appropriate mental health and settlement workshops in community and agency settings.
- Provide systems navigation, case coordination, and referrals to specialized health, legal, and housing services.
- Collaborate closely with internal teams and external partners to promote holistic and integrated care.
- Monitor client outcomes and service quality using performance indicators and outcome measurement tools.
- Maintain accurate and timely electronic documentation in line with privacy legislation and organizational policies.
- Participate in interdisciplinary team meetings, internal consultations, clinical supervision, and quality improvement initiatives.
- Assist in the design, evaluation, and continuous improvement of programs and services in alignment with strategic goals.
- Promote client empowerment, advocacy, and human rights, particularly for marginalized populations such as refugees and persons with lived experience of mental illness.
- Adhere to Madison's policies on equity, diversity, inclusion, and anti-oppression.
- Ensure all practices reflect Health and Safety compliance, risk management protocols, and client safeguarding policies.
- Perform other relevant duties as assigned.

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## **QUALIFICATIONS, KNOWLEDGE AND SKILLS**

- Minimum 3 years of combined experience in the mental health and settlement sectors is an asset.
- University degree or equivalent credentials that are relevant to mental health & addictions case management is preferred.
- Strong written and verbal English and French communication skills
- Strong understanding of recovery values and practices
- Strong understanding of trauma informed care and its impact on recovery
- A demonstrated understanding of Anti-Oppressive practice, client-centered philosophy, and principles and practices of community service delivery
- Competencies in the provision of services offered by Madison.
- Knowledge of community resources connected to the provision of mental health and related services.
- Possesses strong outreach skills and creative presentation styles.
- Demonstrates diplomacy and negotiation skills in client and system advocacy.
- Demonstrated good interpersonal, networking, and cross-cultural communication skills.
- Knowledge of mental illness, medications, and ability to assist clients with symptom management.

- Knowledge of immigration process and settlement services in Toronto.
- Proficient in Microsoft Office Suite, TREAT, and iCARE.

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## **COMMITMENT TO QUALITY AND ACCREDITATION STANDARDS**

This role is integral to Madison's ongoing commitment to quality care and meeting the Accreditation Canada Qmentum standards related to:

- Client-centered service delivery
- Cultural competence and safety
- Staff training and supervision
- Performance measurement
- Risk management and continuous quality improvement

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## **Madison is an Equal Opportunity Employer**

Madison is strongly committed to diversity within its community and especially welcomes applications from visible minority group members, including women, Aboriginal persons, persons with disabilities, members of sexual minority groups, and others who may contribute to the further diversification of ideas, representation, and programming at Madison. Accommodations are available upon request.