



Employment Opportunity
Open to internal and external candidates

Position:	Full Time CARE Case Worker
Position Type:	2 Positions Available, Fixed Contract until December 31, 2026
Salary Range:	\$55,000
Reports to:	Director of Client Services
Application Deadline:	September 29, 2025
Application Process:	Submit resume and cover letter to resumes@vspeel.org

*****PDF FORMAT ONLY*** Applications in formats other than PDF will not be opened.**

VSOP is committed to equity, diversity, and inclusion. People from equity seeking groups are strongly encouraged to apply and self-identify. If we contact you, please advise us prior to the interview should you require any accommodation.

Victim Services of Peel (VSOP) mission is to provide comprehensive, trauma-informed, culturally responsive, 24/7 support to individuals and communities in the Region of Peel, helping them recover from the impact of crime or sudden tragedies. VSOP works in close partnership with Peel Regional Police and community partners to fulfill its mission and mandate.

POSITION SUMMARY:

The purpose of the Connection, Acceptance, Resource, Empowerment (CARE) Case Worker position is to deliver client centered, trauma informed, mental health support and case management services to address the mental health and wellbeing needs of individuals accessing Ontario Works in Peel or individuals who to access Ontario Works or Ontario Disability Supports. The Position may also engage with clients in other Peel Human Services programs such as Housing Services clients. The aim of the CARE Project is to promote independence and improved quality of life by supporting and responding to multiple and changing needs of those who have experienced trauma, mental health concerns, and addictions in a holistic manner.

ESSENTIAL FUNCTIONS

DIRECT SERVICES RESPONSIBILITIES:

- Work from a client centered, trauma informed, harm reduction, and anti – oppressive frameworks.
- Conduct immediate, short- and long-term client needs assessments and safety assessments.
- Develop short term and long-term goals in collaboration with clients and work through a client centered plan to achieve goals.
- Provide individual trauma-informed crisis intervention and stabilization, care plans and appropriate short-term solution focused support to individuals with mental health conditions, addictions, and/or trauma who are in receipt of Ontario Works or involved in other Peel Human Services Programs.



- Where eligible, assist individuals to access Ontario Works in Peel and support individuals to access and navigate professional support to complete Ontario Disability Support (ODSP) applications.
- Assist and accompany clients to various appointments with professional supports.
- Provide life skills coaching and mentoring.
- Provide linkages to appropriate mental health and addiction services including but not limited to psycho-social or mental health programs, addiction programs, employment programs, hospital programs and/or ACT teams.
- Identify organizations offering vital services to people with mental health and substance use issues who have experienced trauma.
- Advocate and liaise with other community agencies to provide wraparound support, develop, and implement care plans.

EDUCATION AND TRAINING RESPONSIBILITIES:

- On-board and support volunteers
- On-board, support, and mentor student placements
- Attend and present at periodic community events, community partner meetings, about VSOP programs and services and the CARE Project.

OUTREACH:

- Represent VSOP at a variety of community/stakeholder committees.
- Participate in workshops and seminars to maintain and develop job related skills.
- Actively engage in periodic fundraising events, representing the agency and supporting the event.

ADMINISTRATIVE AND ORGANIZATIONAL RESPONSIBILITIES:

- Complete required documentation.
- Complete all required statistical reports.
- Complete monthly reports as determined by supervisor.
- Submit expense reports in a timely manner.
- Actively participate in monthly supervision sessions with Director of Client Services, including an annual performance appraisal.
- Actively participate in Program Update and Staff meetings.
- Participate in agency fundraising events.
- Represent agency on committee(s) as determined by Director of Client Services.
- Maintain good staff and community relationships.
- Contribute to and facilitate a welcoming and inclusive workplace environment.
- Participate in relevant workshops and seminars to develop new skills as required by the agency.
- Other related duties as assigned.

JOB SPECIFICATIONS

EDUCATION:

- College or university diploma/degree in social or human services field including, but not limited to Social Work, Social Service Worker, Mental Health and Addictions Worker programs etc.
- Registered at a Professional College.

EXPERIENCE AND KNOWLEDGE:

- Minimum of one - year experience working within a community agency providing community-based crisis intervention support, short term counselling, case management and advocacy services.
- Knowledge and demonstrated ability to work from a client centered, harm reduction, anti-oppression framework, that incorporates trauma and violence informed practice.
- Strong assessment, interviewing and crisis intervention skills, including suicide risk assessment and safety planning.
- Knowledge and demonstrated ability to develop and implement client case care planning and management.
- Knowledge of legal system (both criminal and family law), intimate partner violence, trauma, and the criminal justice system.
- Knowledge and demonstrated ability to navigate the Ontario Works and Ontario Disability Supports application processes.
- Knowledge of the social service system and community resources in the Region of Peel.
- Bilingualism and/or ability to speak French and/or languages predominant in the Region of Peel will be considered a strong asset.
- Understands and demonstrates experience of working with diverse communities within the Region of Peel.

SKILLS AND COMPETENCIES:

- Ability to maintain confidentiality, act with diplomacy and professionalism while exercising sound judgement in work with clients and external agencies.
- Flexibility, time management and multi-tasking skills.
- Exceptional interpersonal and communication skills.
- Excellent interpersonal skills with the ability to use conflict resolution skills as necessary.
- Comfort working in a fast-paced environment which at times means working under pressure due to the nature of a crisis environment.
- Computer proficiency including Microsoft Office and experience working with a client database.

WORKING CONDITIONS:

- Position will require working from multiple VSOP offices in person, attending scenes and client meetings in the community.
- Successful completion of a Peel Regional Police detailed criminal background check and annual renewal check is required to secure and maintain employment.



- Flexible shift schedules include working weekends and Statutory Holidays.
- Position will require to attend/access Clinical Consultation.
- Access to a car/drivers license required, Class 'G' License preferable. Minimum \$1 million auto insurance policy with public liability/property damage coverage-submit proof of insurance annually.