



Social Worker-HART HUB

Full Time, Regular Position - 35 hours per week; Salary Range: \$75,000 - \$80,000 annually, HOOPP (Healthcare of Ontario Pension Plan), Health Benefits

Join Us in Making a Meaningful Difference

At Fontbonne Ministries, we're more than just a workplace -- we're a community dedicated to fostering dignity and creating positive change. Founded on the inspiring legacy of the Sisters of St. Joseph, we're looking for passionate individuals who share our commitment to building a more inclusive and supportive society.

Why Choose Us?

- **Purpose-Driven Work:** Be part of transformative programs that directly impact the lives of socially isolated individuals in our community.
- **Inclusive Culture:** Join an organization that actively champions diversity and equity, where every team member's unique perspective is valued and celebrated.
- **Exceptional Benefits:** Secure your future with our comprehensive HOOPP pension plan, one of Ontario's most respected pension programs.

Our Vision & Impact

We're dedicated to nurturing community, dignity, and spirit through:

- Building authentic connections with our community members
- Creating welcoming spaces where everyone belongs
- Driving positive social change through innovative programs

Our values guide everything we do:

- **Respect:** We celebrate each person's unique gifts and inherent dignity
- **Advocacy:** We lead positive change by responding to evolving community needs
- **Community:** We build strong, collaborative partnerships that create lasting impact
- **Compassion:** We provide personalized attention with empathy and understanding
- **Accountability:** We make sustainable choices that benefit future generations

If you're passionate about making a real difference while building a rewarding career with excellent benefits, we want to hear from you. Join our team and be part of a legacy of compassionate care and community building.



POSITION OVERVIEW

This position will operate as part of the new East Toronto HART Hub. The HART Hub is an initiative of East Toronto Health Partners Ontario Health Team (ETHP OHT) led by South Riverdale Community Health Centre and St. Michael's Homes with support from 2-Spirited People of the 1st Nations, Alpha House, Anishnawbe Health Toronto, Comprehensive Treatment Clinic, COTA Health, Fontbonne Ministries, Gerstein Crisis Centre, Michael Garron Hospital, The Neighbourhood Group Community Services, The Neighbourhood Organization, The Salvation Army, and Woodgreen Community Services.

Reporting to the Director of Programs and Partnerships, the Social Worker is a vital member of the HART Hub team, delivering trauma-informed, culturally safe, and wraparound services to individuals experiencing housing insecurity, homelessness, or social isolation. Working within an integrated care model, this role supports Fontbonne's drop-in clients, transitional housing participants, and those engaging in community outreach programs.

This position will collaborate across the East Toronto HART Hub – an initiative of East Toronto Health Partners Ontario Health Team (ETHP OHT) – to ensure coordinated care through partnerships with harm reduction, health, and housing providers. Services will reflect anti-oppressive, strengths-based approaches grounded in the social determinants of health.

AREAS OF ACCOUNTABILITY

Acting in accordance with Fontbonne Ministries' mission, vision, values, and policies in all dealings.

Client Services and Support

- Provide trauma-informed short-term counseling and psychosocial support for individuals experiencing housing precarity, chronic health conditions, or mental health challenges.
- Facilitate client assessments and personalized care planning with a focus on housing stability, safety, and overall well-being.
- Support transitional housing participants, particularly Indigenous women, with wraparound care planning and community engagement.
- Act as a key point of connection to internal programs (drop-in meals, foot care, hygiene, clothing) and external resources (mental health, primary care, harm reduction).
- Lead or co-facilitate support groups, wellness circles, or housing-focused workshops.
- Participate in interdisciplinary case conferences and collaborate with HART Hub and community partners to improve service coordination.



Case Management and Coordination

- Provide client care coordination, including orientation, assessment, and referrals to internal and external resources.
- Advocate for clients to access needed services and resources.
- Maintain accurate and confidential client records and statistics.
- Manage a caseload using a strengths-based, client-centered approach.
- Connect clients to culturally relevant resources and follow up to ensure access and satisfaction.
- Contribute to crisis de-escalation and safety planning as part of a wraparound model.
- Support residents transitioning from supportive to permanent housing with discharge and reintegration planning.

Community Engagement and Collaboration

- Strengthen relationships with HART Hub organizations, Indigenous-serving agencies, and housing-focused networks.
- Identify service gaps and advocate for system navigation and equity in access.
- Engage in hub-wide learning, planning, and evaluation sessions to support continuous quality improvement.
- Establish and maintain links with organizations and groups in the community.
- Work with community groups and organizations to identify service gaps and needs.
- Collaborate with staff across departments to ensure comprehensive service delivery.

Administration and Reporting

- Maintain documentation and data aligned with professional standards and HART Hub KPIs.
- Track participant engagement, service outcomes, and satisfaction metrics.
- Contribute to funder reports and evaluation efforts related to social work impact
- Complete reports as required for funders and organizational planning.
- Participate actively in organizational training sessions, planning sessions, and staff meetings.

Other Responsibilities

- Ensure compliance with professional standards and regulatory requirements.
- Provide backup to other program staff during periods of vacation, illness, or other absences.
- Ability to travel and provide services throughout the city at designated sites.
- Work flexible hours, including evening and weekend shifts when required/scheduled.
- Perform other duties as required.



QUALIFICATIONS & SKILLS

- Master's degree in social work and registration with the Ontario College of Social Workers and Social Service Workers (OCSWSSW).
- Minimum 3 years' experience supporting individuals affected by homelessness, trauma, or systemic barriers.
- Demonstrated understanding of harm reduction, cultural safety, and Housing First principles.
- Strong collaboration and facilitation skills, with ability to work within diverse communities and settings.
- Familiarity with electronic documentation systems and tracking outcome data.

EXPERIENCE

- Minimum 3 years of full-time work experience in clinical counseling.
- Experience working with the organization's priority populations including but not limited to newcomers, immigrants, refugees, seniors, and/or other vulnerable communities.
- Experience in case management, crisis intervention, and group facilitation.
- Experience working in a community-based setting is an asset.

SKILLS & KNOWLEDGE

- Strong understanding of social determinants of health and their impact on vulnerable populations.
- Excellent case management, casework, counseling, and crisis intervention skills.
- Strong knowledge of community resources and referral processes.
- Commitment to health equity, diversity, and inclusivity.
- Ability to work collaboratively within interdisciplinary teams and with community partners.
- Excellent interpersonal and communication skills (written and verbal).
- Strong computer literacy
- Effective organizational and time management skills, with the ability to prioritize a busy workload.
- Superior problem-solving skills and attention to detail.
- Ability to remain calm under pressure and to work in a fast-paced, fluid environment.



ATTRIBUTES

- Empathetic and strengths-based approach.
- Committed to reconciliation, equity, and trauma-informed care.
- Resourceful, adaptable, and collaborative.

WORKING CONDITIONS

- Work is based primarily in drop-in and housing program sites, with travel to community partners as needed.
- Exposure to emotionally charged situations and vulnerable populations.
- May require flexible scheduling, including occasional evening or weekend hours.
- Must be comfortable working in a faith-based environment committed to equity and inclusion.

TO APPLY

Please submit your application to [hiring@fontbonneministries.ca](mailto: hiring@fontbonneministries.ca) noting “Social Worker” on the subject line.

Fontbonne Ministries values inclusivity and diversity in the workplace. We are committed to providing accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act ("AODA"). If you require accommodation during any stage of the recruitment process, please note that in your application. While we thank all applicants, only those selected for an interview will be contacted.