



**Position Title:** Addiction and Mental Health Case Manager  
**Position Status:** Full Time  
**Posting No.:** 26- 109  
**Salary:** \$29.42 – 33.87  
**Posting Date:** June 16, 2026  
**Closing Date:** June 22, 2026  
**Current Vacancy:** Yes

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#### **About the Position:**

Holmes House Addiction Treatment & Recovery Services is seeking a compassionate, organized, and recovery-oriented **Addiction and Mental Health Case Manager** to support individuals experiencing substance use and mental health concerns across Holmes House programs and community-based services. The Addiction and Mental Health Case Manager plays a key role in helping clients access services, strengthen recovery supports, improve stability, and build independence within the community.

The Addiction and Mental Health Case Manager provides case management, care coordination, recovery planning, housing support, client advocacy, and system navigation to individuals accessing Holmes House services.

This role supports clients across Addictive Supportive Housing (ASH), Community-based addiction and mental health supports, Internal referral and intake coordination, Transitional planning and discharge coordination and, Community recovery support and service navigation

#### **Key Responsibilities**

##### **Intake & Service Coordination**

- Complete intake assessments for Addictive Supportive Housing & Bed Based treatment
- Review referrals, screening tools, consents, and collateral information
- Assess client strengths, service needs, barriers, risks, and recovery goals
- Support service planning and recommendations based on client needs
- Coordinate client onboarding, orientation, and transitions into services
- Support waitlist communication and follow-up with clients and referral sources

##### **Case Management & Recovery Support**

Provide ongoing case management support to individuals experiencing addiction, mental health, and concurrent concerns.

##### **Support clients with:**

- recovery planning and goal setting
- wellness planning
- housing stability
- relapse prevention planning
- system navigation
- appointment coordination
- budgeting and life skills support
- employment and vocational planning
- income support applications
- community integration
- discharge and transition planning

##### **Coordinate referrals to internal and external supports including:**

- withdrawal management services
- residential treatment
- Rapid Access Addiction Medicine clinics
- mental health services
- housing and community supports
- primary care
- income and financial assistance programs
- employment services
- peer and community recovery resources

##### **Addictive Supportive Housing Support**

Provide direct support within the Addictive Supportive Housing program to promote recovery-focused living and housing stability.

##### **Responsibilities include:**

- supporting client orientation into housing
- reinforcing program expectations and routines
- supporting healthy daily living and independence
- assisting with conflict resolution and boundary setting
- supporting safety and wellness in the living environment
- facilitating house meetings and practical recovery-focused discussions
- supporting housing transitions and discharge planning

##### **Client Support & Advocacy**

- Build supportive therapeutic relationships using trauma-informed, recovery-oriented, harm

- reduction, and client-centered approaches
- Support clients experiencing mental health concerns, emotional distress, relapse risk, housing instability, or barriers to accessing care
- Advocate for client needs while maintaining professional boundaries, program expectations, and a safe environment
- Support clients in accessing appropriate services and strengthening community connections

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### **Wellness & Life Skills Programming**

Support and coordinate structured programming focused on overall wellness, life skills, healthy routines, recovery support, social connection, independence and community engagement. Some examples may include, life skills workshop, budgeting and practical skills, recreational and community-based activities etc. This role supports psychoeducational programming but is not responsible for counselling or acting as a primary group facilitator within Bed-based treatment.

### **Documentation & Team Collaboration**

- Maintain accurate, timely, and professional documentation within the electronic medical record
- Complete intake documentation, case management notes, care planning updates, referrals, discharge planning, and service coordination documentation
- Participate in team meetings, case conferences, discharge planning, and interdisciplinary care discussions
- Collaborate closely with counsellors, nursing, medical providers, leadership, housing staff, and community partners

### **Qualifications**

#### **Required**

- Diploma in Social Service Work (SSW) required
- Registration in good standing with the Ontario College of Social Workers and Social Service Workers or eligibility for registration
- Experience supporting individuals with substance use, addiction, mental health, concurrent disorders, supportive housing, or community-based case management
- Strong knowledge of addiction, mental health, recovery-oriented practice, trauma-informed care, and harm reduction approaches
- Experience supporting service navigation, care coordination, advocacy, and community referrals
- Strong written and verbal communication skills
- Strong documentation and organizational skills
- Demonstrated proficiency using Microsoft Teams, Outlook, and electronic documentation systems
- Ability to work collaboratively within an interdisciplinary team environment

### **Core Behavioural Competencies**

The successful candidate will demonstrate strength in the following areas:

Adaptability and Flexibility, Analytical Thinking and Decision Making, Continuous learning, culturally safe and anti-oppressive practice, effective communication, ethical conduct and professionalism, interpersonal rapport, person-directed care, planning and organizing, self-care, self-management, self-motivation and teamwork and cooperation

This role is central to supporting individuals in recovery through practical support, case management, housing stability, and connection to meaningful addiction and mental health services in the community.

**Hours of Work;** 37.5 hours weekly M-F daytime with flexibility required based on operational and client needs

**About Us:** Holmes House is a community-based addiction support program in Simcoe, Ontario, dedicated to helping individuals make meaningful changes in their substance use. Part of Norfolk General Hospital and funded by the Ministry of Health, Holmes House provides a safe, welcoming space for individuals aged 16 and older.

Our services include 24/7 bed-based withdrawal management and a variety of treatment programs, all designed to meet the unique needs of each person. Whether you're staying for our 21-day residential program or participating in our day treatment program, we prioritize your wellness with personalized care. Our staff supports Holmes House's commitment to, Safety, Dignity, Compassion, Accountability, Collaboration, Recovery, Inclusion, Respect and Client-Centered Care

Interested applicants must submit a current **cover letter and resume** to the Human Resources Department by e-mailing [nghhr@ngh.on.ca](mailto:nghhr@ngh.on.ca) referring to posting number above **no later than June 22, 2026**

In order to ensure equal opportunities during the recruitment and selection process, Norfolk General Hospital and Norfolk Hospital Nursing Home provides accommodations for applicants with disabilities, upon request.

Norfolk General Hospital and Norfolk Hospital Nursing Home thanks all applicants for their interest. Please note that only those applicants selected for an interview will be contacted.

Please note that NGH or NHH does not use AI to screen, assess or aid in the selection of our recruitment process.