



Inspiration. Empowerment. Action.

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Job Description Case Worker (Mobile)

About Roots Community Services

Roots Community Services Inc. (RootsCS) is a charitable organization that provides culturally relevant programs and services to inspire residents in the Region of Peel, primarily from the Black and Caribbean communities, to make positive changes in their lives and within their communities. We aim to assist our clients by providing pathways to achieve their full potential and find solutions to improve their health, well-being, and quality of life.

About the Black Health and Social Hub

RootsCS is partnering with LAMP Community Health Centre (LAMP CHC) and the Canadian Mental Health Association Peel Dufferin (CMHA Peel Dufferin) to design, develop and implement an integrated health and social services hub with and for the Black, African and Caribbean (BAC) communities in Peel Region.

The hub will provide primary health, mental health, addiction and social services programs that will holistically address the physical, mental, social and cultural needs of BAC communities, and seek to eliminate disparities and inequities.

To achieve our goals, we are recruiting people who are passionate about delivering culturally relevant, responsive, and affirming care that will inspire individuals to improve their well-being.

The Position

The Case Worker provides mobile, client-centered case management and short-term counselling to individuals experiencing housing instability, mental health challenges, and substance use concerns.

This role supports clients in achieving housing stability, recovery, and community integration through coordinated and culturally responsive care.

- **Terms of Contract:** Part-time position until March 2027
- **Hours of Work:** 24 hours per week
- **Compensation:** \$28 to \$30 per hour plus benefits
- **Reports to:** Manager, Family Services



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Major Duties & Responsibilities:

These include, but are not limited to:

1. Intake, Assessment & Care Planning

- Conduct intake, screening, and comprehensive psychosocial assessments
- Develop individualized, strength-based care plans
- Utilize tools such as OCAN, GAIN-SS, or similar (asset)

2. Case Management & Client Support

- Provide mobile case management to clients experiencing homelessness or instability
- Deliver short-term counselling and crisis intervention
- Support clients in navigating housing, healthcare, and income systems

3. System Navigation & Advocacy

- Connect clients to housing, primary care, mental health, and addiction services
- Support access to OW, ODSP, ID replacement, and legal supports
- Coordinate discharge planning from hospitals, shelters, and institutions

4. Collaboration & Integrated Care

- Act as liaison between clients and service providers
- Participate in multidisciplinary team meetings and case conferences
- Support integrated service delivery across partners

5. Community Engagement & Equity

- Deliver services grounded in anti-racist, anti-oppressive, and culturally responsive frameworks
- Promote health equity and cultural safety
- Engage diverse communities with sensitivity and respect

Skills & Qualifications

Education & Credentials

- Degree or diploma in Social Work or related field
- Registration with OCSWSSW (asset)



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Experience

- Minimum 2 years experience in mental health, addictions, or housing support
- Experience working with equity-deserving populations
- Strong knowledge of Housing First and Harm Reduction models

Core Competencies

- Strong case management and crisis intervention skills
- Excellent system navigation and advocacy ability
- Ability to work independently in a mobile role
- Strong documentation and communication skills

Requirements

- Valid driver's license and reliable vehicle
- Vulnerable Sector Check
- CPR/First Aid certification

Working Conditions

- Mobile, community-based role across Peel Region
- Evening and weekend work may be required

RootsCS is committed to diversity in its workplaces and welcomes applications from all visible minority groups, women, Aboriginal persons, LGBTQ, and persons with disabilities, among other self-identified diverse groups. We also provide accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation for a disability during any stage.

This job description indicates the key responsibilities and core functions of the position. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. The incumbent may be asked to perform other duties as required.

All employees are expected to participate in special assignments as a team-oriented and inclusive organization. These include fundraising, strategic planning, and other related activities that contribute to the continuous development and expansion of Roots Community Services Inc. Employees are expected to contribute to ongoing department growth and improvement via excellent job performance and proactive communication. Each employee and team are integral to RootsCS' mission.

Please forward your application with a cover letter to careers@rootscs.org, with the subject line, **Case Worker (Mobile)**.

Please note that we will review applications as they are submitted until the position is filled. We thank all applicants for this position; however, we will contact only those candidates selected for an interview.