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| Position Title: | Housing Response Case Manager | Competition #: | 51/15 |
| Ministry Unit: | Ottawa Booth Centre | Position Type: | Full time / temporary  |
| Salary Range: | $17.86 | Date posted: | November 3, 2015 |
| City: | Ottawa | Posting Expires: | November 16, 2015 |
| Applications Accepted By: |
| Fax or E-mail:(613)241-2818 or sorjobs@ottawaboothcentre.org**Attention:** Employee Relations Department **Please no phone calls.** | Mail:Employee Relations Department171 George St. Ottawa, ON K1N 5W5 |
| Position Description |
| **RESPONSIBILITIES:**The successful candidate will be responsible for: * Reports to the Coordinator of Outreach and Housing Services.
* Works as part of the team with other Support Workers, other Centre staff, outreach workers and other community resources in providing services to the clients.
* Engage client “where they are at” – on street or a location most comfortable for client.
* Case Management which include
* Intake
* Assessment for:
	+ Housing history
	+ Barriers to housing
	+ Immediate and ongoing needs (ID, financial, food, shelter, clothing, medical)
* Preliminary Goal Setting/Plan to Assess Client conditions to determine Housing history and, barriers to housing.
* Preliminary Goal Setting/Plan to Assess Client conditions to determine Housing history and, barriers, to housing.
* Provide crisis intervention.
* Coach and support clients as needed to access appropriate services.
* Monitor and follow up on client’s progress. Advocate on behalf of the client as required and appropriate.
* Arrange for case conference where appropriate or attend reviews called by community workers.
* Keeps accurate records and documentation.
* Prepare statistical and other reports as required.
* Adheres to all procedures, rules, and guidelines for the safety and security of residents and staff.
* Performs additional duties when required.
* Maintain contact with clients for the purpose of
	+ Monitoring progress of clients in working on goal plan
	+ Following established procedures, referring to appropriate Centre and community resources and
	+ Advocating on behalf on the client to other Centre staff or outside resources, as requested by coordinator.- Attend staff meetings and case conferences prepared to offer information regarding clients and services issues.
* Implement appropriate emergency procedure as necessary.
* Maintains such records as required (e.g. incident report, log notes, and case notes)

**QUALIFICATIONS:*** Relevant Community College/University education in social work or related fields, preferred.
* Minimum 3 years experience working with urban disadvantaged population.
* Several years experience in direct client service with the homeless, ideally in an outreach setting
* Experience working with an urban hard-to-serve client population with addiction and mental health issues.
* Strong interpersonal and leadership skills.
* Experience in working cooperatively with community resource agencies.
* Effective communication skills, particularly in negotiation and advocating for clients needs.
* Knowledge of local housing placement resources, and processes for particularly hard to serve clients.
* Good writing skills for documentation and correspondence.
* Strong computer skills including a working knowledge of Microsoft Office and Excel.
* Bilingualism (French and English) is essential
* Trained in Standard First Aid/CPR, Assist, Non Violent Crisis intervention preferred.
* Valid class “G” driver’s license and a clean drivers Abstract
* Clear Police Reference Check for Vulnerable Sector Screening is required

**SALARY:**  $17.86 per hour / 40hrs per week**HOURS:** Monday to Friday 8:00am to 4:30pm (on call when needed)**ADDITIONAL INFORMATION**: Renewable contract position *The Salvation Army will accommodate candidates as required under applicable human rights legislation. If you require a disability-related accommodation during this process, please inform us of your requirements.* We thank all applicants, however, only those candidates to be interviewed will be contacted.*Internal Applicants, please advise your managing supervisor of your intentions prior to submitting your application.* |