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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 Department  171 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.* | | | |