

# Employment Opportunity

## The Salvation Army Ontario Central East Division

<b>Position Title:</b>	Housing Response Case Manager	<b>Competition #:</b>	12/16
<b>Ministry Unit:</b>	Ottawa Booth Centre	<b>Position Type:</b>	Full time / temporary
<b>Salary Range:</b>	\$18.13	<b>Date posted:</b>	April 12, 2016
<b>City:</b>	Ottawa	<b>Posting Expires:</b>	April 25 , 2016
<b>Applications Accepted By:</b>			
<b>Fax or E-mail:</b> (613)241-2818 or sorjobs@ottawaboothcentre.org <b>Attention:</b> Employee Relations Department <b>Please no phone calls.</b>		<b>Mail:</b> Employee Relations Department 171 George St. Ottawa, ON K1N 5W5	
<b>Position Description</b>			
<b>RESPONSIBILITIES:</b> The successful candidate will be responsible for: <ul style="list-style-type: none"> <li>• Reports to the Coordinator of Outreach and Housing Services.</li> <li>• 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.</li> <li>• Engage client "where they are at" – on street or a location most comfortable for client.</li> <li>• Case Management which include</li> <li>• Intake</li> <li>• Assessment for:             <ul style="list-style-type: none"> <li>○ Housing history</li> <li>○ Barriers to housing</li> <li>○ Immediate and ongoing needs (ID, financial, food, shelter, clothing, medical)</li> </ul> </li> <li>• Preliminary Goal Setting/Plan to Assess Client conditions to determine Housing history and, barriers to housing.</li> <li>• Preliminary Goal Setting/Plan to Assess Client conditions to determine Housing history and, barriers, to housing.</li> <li>• Provide crisis intervention.</li> <li>• Coach and support clients as needed to access appropriate services.</li> <li>• Monitor and follow up on client's progress. Advocate on behalf of the client as required and appropriate.</li> <li>• Arrange for case conference where appropriate or attend reviews called by community workers.</li> <li>• Keeps accurate records and documentation.</li> <li>• Prepare statistical and other reports as required.</li> <li>• Adheres to all procedures, rules, and guidelines for the safety and security of residents and staff.</li> <li>• Performs additional duties when required.</li> <li>• Maintain contact with clients for the purpose of             <ul style="list-style-type: none"> <li>○ Monitoring progress of clients in working on goal plan</li> <li>○ Following established procedures, referring to appropriate Centre and community resources and</li> <li>○ 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.</li> </ul> </li> <li>• Implement appropriate emergency procedure as necessary.</li> <li>• Maintains such records as required (e.g. incident report, log notes, and case notes)</li> </ul>			

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world. Each position contributes to the mission of The Salvation Army.

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### **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
- Must supply a current Clear Police Reference Check for Vulnerable Sector

**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.*