

Employment Opportunity

The Salvation Army Ontario Central East Division

Position Title:	Rooming House Case Manager	Competition #:	46/16
Ministry Unit:	Ottawa Booth Centre	Position Type:	Full time / temporary contract
Salary Range:	\$18.13	Date posted:	October 13, 2016
City:	Ottawa	Posting Expires:	October 26 , 2016
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			
<p>JOB PURPOSE:</p> <p>To facilitate housing stability for clients living in rooming homes that are at risk of homelessness by using a coordinated case management process and a housing first approach.</p> <p>EXPECTATIONS & TASK LIST</p> <ul style="list-style-type: none"> • Engage clients “where they are at” – at location that is most comfortable for client. • Case management of clients including triage service to determine clients acuity, intake, assessment for housing history, barriers to housing retention, immediate and ongoing needs (ID, financial, food, shelter, clothing and medical). • Preliminary goal setting/plan to assess client conditions, determine housing needs and develop a plan to support long term housing retention. • Provide crisis intervention when necessary. • 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 conferences where appropriate or attend reviews requested by community workers. • Maintain accurate records and documentation including incident reports, log notes and case notes. • Maintain ongoing contact with clients. • Work with clients to create a client driven goal plan with ongoing follow up to ensure goals are being worked towards. • Engage landlords on the benefits of working with the Housing First model • Refer to supportive housing as necessary, procuring housing for clients through active housing searches and attending viewings both with the client and without. • Refer clients to Ottawa Booth Centre and Community resources when appropriate • Advocate on behalf of clients to necessary Community resources. • Attend staff meetings and case conferences prepared to offer information regarding clients and services issues. • Prepare statistical and other reports as required. • Adhere to all procedures, rules and guidelines for the safety and security of residents and staff 			

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- Ensure an adequate amount of necessary supplies are maintained (i.e. forms, log book, cell phone, charger, identification, bus tickets and first aid supplies).
- Performs additional duties when required

QUALIFICATIONS:

- Relevant community college/university education in social work or related fields
- Minimum 3 years experience working with an urban, hard-to-serve population with addiction and/or mental health issues
- Strong interpersonal and leadership skills
- Effective experience in working cooperatively with community resource agencies
- Effective communication skills, particularly in negotiating 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
- Excellent interpersonal skills
- Valid Class G driver's license
- Personal vehicle required, including personal automobile insurance coverage, for daily travel within City of Ottawa limits
- Bilingualism (English & French) is an asset
- Clear Police Reference Check for Vulnerable Sector Screening is required

HOURS: Monday to Friday 8:00am to 4:30pm

ADDITIONAL INFORMATION: 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.

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