

Job Advertisement
Internal/External Posting

Title: Youth Housing Based Case Manager (YHBCM) Full time contract position to March of 2018

Department: Child and Youth Services

This position will be based out of Windrose and report to the Windrose Supportive Housing Coordinator

Hours: Successful candidate will work shifts during the evenings and weekends to accommodate client needs

Language: Advanced proficiency in English and French language (Bilingual requirement to meet needs of francophone youth). Additional languages also considered a strong asset.

Salary: \$40, 357 – \$52, 659

Employer: John Howard Society of Ottawa

How to Apply: ATT: Director of Administration, Rhea Wootton

By E-mail: rwootton@jhsottawa.ca

Closing Date: **November 2nd 2016**

Please submit full cover letter and updated resume by deadline. Only those selected for an interview will be contacted.

Position Summary

This is a contract position for a period of fall 2016 to March 2018 to provide housing based case management (HBCM) to youth experiencing homelessness. The HBCM will specialize in supporting youth experiencing homelessness (ages 16 – 24) to obtain and stabilize in housing, broker youth to longer term community supports, link to employment/educational and volunteer opportunities and provide hands-on coaching and practical supports to ensure long term housing stability and retention.

The Housing Services Branch of the City of Ottawa, in collaboration with youth stakeholders, will develop and implement a coordinated access system for youth during the fall of 2016 whereby processes, service standards, and guidelines to identify, prioritize and match youth experiencing homelessness to housing and support services will be developed. All intakes of youth to access housing and case management supports will be through this coordinated access system. Case management supports will not be tied to a specific agency but will be available to youth in need via a sector-wide approach.

Skill Requirements

Education:

- Successful completion of University Degree/College Diploma in the social sciences or related field

Preferred Experience:

- Minimum 3 years of engaging and collaborating with vulnerable populations, specifically young people who are at-risk or already involved in the justice system
- Past or present positions held within the youth or adult justice system (institutional clearance considered an additional asset)
- Past or present positions successfully collaborating with the homeless and housing sector in Ottawa
- Proven success in collaborating with system partners in multi-sectoral roles
- Training and experience in YSPDAT and other assessment tools
- Experience working within a Housing First framework and its guiding principles
- Current Non-Violent Crisis Intervention and ASIST certification preferred and advanced MI training considered a strong asset

Knowledge and Skills:

- Understanding of factors that contribute to justice system involvement for young males and females
- Competency engaging and establishing rapport with youth
- Strong Motivational Interviewing skills to support the establishment of case plans with youth, as well as support them in taking steps to achieve those goals
- Competency using crisis management skills
- Knowledge of Housing First principles and its application with youth
- Strong organizational skills to support Coordinator with accomplishing various tasks set out in the HBCM work plan
- Competency in report writing, gathering and interpreting data and outcome measures, as required by Coordinator
- Understanding of operating within agency policies and procedures

Successful candidate will:

- Have an updated clear Criminal Record Check working with a vulnerable population
- Have a demonstrated ability to effectively engage youth
- Have a demonstrated ability to work within timelines and deadlines
- Possess strong time management and organizational skills
- Have their own reliable vehicle for community meetings with clients and collaterals
- Have excellent people skills to facilitate relationships with clients, colleagues, supervisors, program partners and community members
- Have a genuine interest in working with youth in a caring and empathic manner
- Be willing to work evenings and weekends as required
- Bilingualism considered a strong asset

Position Description- Youth Housing Based Case Manager

This position will operate under the direction and supervision of the Windrose Supportive Housing Coordinator and CYS Department Director of the John Howard Society of Ottawa.

The Youth HBCM will:

- Support a caseload of 15 youth who are unsheltered and/or in emergency shelters to become housed (including transitional housing) and/or to support youth currently living in transitional or supportive housing to move to more independent living arrangements
- Assess youth using the Youth Service Prioritization Decision Assistance Tool (Y-SPDAT) and/or Transition Age Youth - Vulnerability Index Service Prioritization Decision Assistance Tool (TAY-VI-SPDAT) to support the prioritization and matching
- Support youth in housing to develop needed lifeskills to live independently; broker clients to community supports and resources according to their needs and wants; support youth to access educational, employment or volunteer opportunities; promote social and community inclusion with the goal of enhancing housing stability/retention and healthy development
- Assist youth to obtain housing, and to develop the skills to remain successfully housed, become independent, work to fulfill their potential, and integrate within their community

Service Provision

This position will provide the following services:

- Accept new clients onto the caseload, as matched by the Youth Coordinated Access function
- Develop an understanding of the client's needs based on the Y-SPDAT and TAY-VI-SPDAT, written comments of SPDAT assessor, and with client's consent, in consultation with people familiar with the client such as emergency shelter staff, street outreach staff, Children's Aid Society, hospital and correctional discharge planners
- Engage with new clients; review housing and shelter/street involvement history, and Y-SPDAT/ TAY-VI-SPDAT results
- Initiate a support service plan that will address safety, basic needs, relationships, daily activities and life skills, social and community integration, risks and crisis triggers, managing tenancy, economic and wellness opportunities, and goals for greater independence including discharge planning
- Broker clients to clinical supports and support treatment plans, liaise with treatment professionals
- Assess clients' housing needs and determine preferences within available options
- Help clients choose housing, including by using the inventory of available housing developed by the Housing Locator program
- Assist the client by arranging for viewings, speaking to landlords, choosing housing, assisting with move-in arrangements, including furniture procurement
- Provide and explain information about landlord and tenant rights and responsibilities
- Conduct regular home visits focussed on specific activities/outcomes from the support plan that result in clients developing life skills, becoming more independent, and decreasing their Y-SPDAT scores
- Support the landlord-tenant relationship, following up with the client and/or landlord to ensure the rent is being paid
- Assist in resolving issues that put the tenancy at risk, including advocating with other services, mediating with neighbouring tenants, and supporting clients through the Landlord and Tenant Board processes

- Assist clients to access resources in the community to support their tenancy, promote healthy living/lifestyles or provide long-term support, if required, including making connections to the LGBTQ and Aboriginal, etc. communities, as appropriate
- Help clients engage with recreational, leisure, cultural, or arts-based programming and opportunities
- Assist clients to access employment and educational opportunities that promote self-sufficiency and independence
- Support clients who need to be re-housed to select, rent and move into new housing, with the assistance of the Housing Locator's inventory
- Conduct Y-SPDAT assessments at required intervals, reporting results and tenancy retention milestones to the Youth HF Coordination function
- Support clients to maintain their housing unit in good order by monitoring levels of cleanliness, teaching or reinforcing life skills, and referring to community supports
- Help clients prepare the following: a monthly budget, weekly calendar of meaningful things to do, Personal Guest Policy, Risk Minimization Plan, and Crisis Plan
- Monitor support service plans, decreasing and eventually withdrawing HBCM supports according to client choice/needs
- Develop a comprehensive discharge plan to address ongoing support needs, crisis contact information, and additional resources, if needed
- Complete final Y-SPDAT/ TAY-VI-SPDAT assessment, and in conjunction with the client, implement strategies to build on the client's strengths/assets and develop plans to address areas posing a risk to housing retention (e.g. harm reduction)
- Close the file and report outcomes as required by the City
- Report on performance measurements as required by HPS and as set by the City

**Additional duties and reporting requirements may be assigned by the Windrose Coordinator as needed