

# Employment Opportunity

## The Salvation Army Ontario Central East Division

|  |                               |  |  |
|--|-------------------------------|--|--|
| <b>Position Title:</b>   | Housing Response Case Manager | <b>Competition #:</b>  | 26/17                                      |
| <b>Ministry Unit:</b>  | Ottawa Booth Centre           | <b>Position Type:</b>  | Full time / temporary until March 31, 2018 |
| <b>Salary Range:</b>   | \$19.49                       | <b>Date posted:</b>  | June 12, 2017                              |
| <b>City:</b>   | Ottawa                        | <b>Posting Expires:</b>  | June 25, 2017                              |
| <b>Applications Accepted By:</b>   |                               |  |  |
| <b>Fax or E-mail:</b><br>(613)241-2818 or<br>sorjobs@ottawaboothcentre.org<br><b>Attention:</b> Employee Relations Department<br><b>Please no phone calls.</b>   |                               | <b>Mail:</b><br>Employee Relations Department<br>171 George St. Ottawa, ON K1N 5W5 |  |
| <b>Position Description</b>  |                               |  |  |
| <b>JOB PURPOSE:</b><br>To facilitate, through a coordinated case management process and housing first approach, the moving of individuals from street to permanent housing with supports.  |                               |  |  |
| <b>RESPONSIBILITIES:</b><br>The successful candidate will:   |                               |  |  |
| <ul style="list-style-type: none"> <li>• report to the Coordinator of Outreach and Housing Services</li> <li>• work 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 clients "where they are at" – on street or a location most comfortable for client</li> <li>• Case Management which include Intake and Assessment for Housing history, Barriers to housing and immediate and ongoing needs (ID, financial, food, shelter, clothing, medical)</li> <li>• Engage in 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>• keep accurate records and documentation</li> <li>• prepare statistical and other reports as required</li> <li>• adhere to all procedures, rules, and guidelines for the safety and security of residents and staff</li> <li>• perform 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 share information regarding clients and services issues</li> </ul> </li> <li>• implement appropriate emergency procedures as necessary</li> <li>• maintain 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.

# Employment Opportunity

## The Salvation Army Ontario Central East Division

### 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 clientele 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:** 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.*