

# Job Advertisement

**Title: Making the Shift (MTS) Housing Based Case Manager (HBCM)**

**Position Available: Full time Caseworker - Contract position to March of 2019**

**This is an internal/external posting**

**Department: Child and Youth Services**

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

**\* \*Successful candidate will have shifts during the day, evening, and weekends\*\***

**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: Sunday, November 19, 2017 @ 5pm**

**\*\* Please submit full cover letter and updated resume by deadline.**

**Only those selected for an interview will be contacted\*\***

**Job Summary**

Away Home Ottawa’s (AWHO) Making the Shift (MTS) demonstration project is a collaborative effort to house youth using the Housing First for Youth Framework. This project will support a broader effort to mobilize knowledge, resources, tools and reports designed as part of the project.

The MTS housing based case manager will be responsible for case management of clients referred from designated community partners. Clients will be supported in obtaining stable, long-term housing and connected to community supports to help retain their housing including, education/employment, mental health support, and social/recreation. The work will be completed in accordance with the Housing First for Youth Framework. Emphasis will be placed on ensuring fidelity to the program model.

**Principal Duties:**

* Ensure initial and ongoing assessment of client progress regarding levels of support required. Assessments will use specific case management tools developed for the MTS project.
* Develop an individualized case plan, based on results of the case management tools, in conjunction with the client respecting youth choice and self determination. Case plans should focus on development, wellness orientation and social inclusion/community integration.
* Support clients in developing skills to transition to independent living.
* Provide data/stats, complete reports and other documentation or administrative functions as required. Work collaboratively with research assistants as necessary.
* Participate as a key informant in the formative evaluation process, while supporting program participants who will be required to participate in focus groups as well as one on one interview’s.
* Develop or contribute to the creation of program components as part of a broader case management team.
* Participate in trainings as identified by the MTS project to ensure ongoing development of skills and abilities.
* Build and maintain relationships with landlords and support landlord/tenant relationships to maintain housing.
* Work collaboratively with peer supporters, participating in youth consultation as necessary and being responsive to recommendations made by the youth with lived experiences advisory group.

The HBCM will:

* Support 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.
* 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.
* Assess youth using the tools available as set out by the project directives and MTS research team
* Provide Housing Based case management (HBCM) to Youth in order to:
* Find suitable housing and support youth to stabilize in their housing
* Promote an improved quality of life by facilitating timely access to community resources necessary to support housing stability and long-term housing retention.
* Provide individualized supports tailored to client's needs. Clients will make informed choices as to their housing and supports, with a minimum expectation of a weekly case management meeting encouraged.
* Work in collaboration with community partners, researchers and others involved in the research project.

**Job Specifications/ Qualifications:**

* Diploma or degree in Social sciences, social work or relevant field
* Three years direct experience working with youth and providing case management services
* Demonstrated ability to assess need for support or other resources
* Willingness to work in a clients home, community or other setting as needed
* Knowledge of Housing First for Youth Principles
* Valid driver’s license and vehicle required given the daily, mobile community meetings with you and community partners

**Preferred Experience:**

* Proven experience and proficient in working with vulnerable populations, specifically young people who are at-risk or already in the justice system
* Experience working in the homeless and housing sector
* Training and experience in YSPDAT strongly preferred
* Experience working within a housing first framework

**Knowledge and Skills:**

* Advanced proficiency in English and French language considered a strong asset. Additional languages also considered a strong asset.
* 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
* understanding of operating within agency policies and procedures
* 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
* Current Non-Violent Crisis Intervention and ASIST certification preferred

###### 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 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, overnights and weekends
* Bilingualism considered a strong asset

The successful candidate will operate under the direction and supervision of the Windrose SH Coordinator and CYS Department Director of the John Howard Society of Ottawa. Additional duties and reporting requirements may be assigned by the Windrose Coordinator as needed.

**Client Profile**

Characteristics of the intended client group may include the following:

* Youth / Transitional Age Youth (age 18-24)
* History of involvement with, or being in care of, the Children’s Aid society
* Currently homeless, including living on the streets, couch surfing, or frequent use of emergency shelters and short-term accommodation
* Experiencing serious mental illnesses and/or active addictions
* Victims of abuse, exploitation, and/or trauma
* Some may be gender or sexual minority youth (e.g. LGBTQ)
* Some may be newcomers to Canada and have settlement requirements
* May have a history of family conflict including abuse, parental neglect, exposure to domestic violence, trauma, extreme poverty, etc.
* May lack the necessary life sills or maturity needed to live independently and maintain housing
* Current and/or past experience in the youth and/or adult justice system

**Hours of Service**

* Services are to be provided full-time during hours that are appropriate to meeting the support needs of clients’, which must involve the provision of evening and weekend hours
* Regular hours of service will be re-negotiated from time to time
* Hours will be monitored and may be determined by the Windrose Coordinator to ensure adherence to the contract expectations and client needs
* A service plan is required for statutory holiday coverage
* The HBCM will be expected to report on performance measurements as required the contract or as set by Windrose Supportive Housing.