The Elizabeth Fry Society of Ottawa is a feminist, non-profit community agency offering support and services to women and female youth who have been – or may be at risk of being – in conflict with the law. Elizabeth Fry Society Services are holistic, client centered, strength based and gender specific.

**Job Title: Housing Based Case Manager (HBCM) Full time contract position to August 30, 2019 (Parental leave)**

**Reports to: Director of Operations**

**Hours: 37.5 hours per week**

**Language: Bilingual preferred. Additional languages a strong asset**

**Salary: $19.34/hour**

###### Position Summary

This is a contract position until the 30th of August, 2019 to provide Housing Based Case Management (HBCM) to moderate or high needs adults who have a history of homelessness prior to incarceration and, on release from incarceration, will have no fixed address. The HBCM will specialize in supporting adult women (age 25 and over) experiencing homelessness to obtain and stabilize in housing, broker adults 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. Housing based case management services include intensive life management support and home visits.

The target caseload will be comprised of women with a history of homelessness with multiple periods of incarceration.

Incarcerated clients will be prioritized for HBCM services through the City’s Housing First Coordinated Access system. Prioritization will be based on Justice Discharge Vulnerability Index Service Prioritization Decision Assistance Tool (JD-VI-SPDAT) scores and history of homelessness. The Coordinated Access system was developed by the Housing Services Branch of Ottawa in collaboration with adult service providers in 2015. All HBCM service providers must adhere to service standards in addition to the client prioritization process.

This position will also support youth through assessment services at time of incarceration and referral to the City’s Youth Housing First Coordinated Access system. As caseload level permits and as needs arise, this position may provide HBCM services to female youth, ages 25 and under. Please note that at time of posting that the City’s Youth Housing First Coordinated Access system is under development and the intake process for incarcerated youth has yet to be established.

**Qualifications:**

* Successful completion of University Degree/College Diploma in the social sciences or related field
* Minimum 3 years of engaging and collaborating with vulnerable populations, specifically adults who are involved in the justice system and who live with moderate to high challenges that are considered barriers to stable housing. Adults may present with mental health and addiction issues. Knowledge of harm reduction strategies considered an asset for this position
* Past or present positions held within the adult justice system (institutional clearance considered an additional asset)
* Past or present positions successfully collaborating with the homeless and housing sector in Ottawa; trained, or willing to undertake training to use the SPDAT range of assessment and case management tools
* Proven success in collaborating with system partners in multi-sectoral roles
* Experience working within a Housing First framework and its guiding principles
* Training or willingness to undergo training in providing Housing Based Case Management services and various components is required.
* Current Non-Violent Crisis Intervention, First Aid/CPR 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 youth and adult females
* Competency engaging and establishing rapport with both youth and adults
* Strong Motivational Interviewing skills to support the establishment of case plans with youth and adults, as well as support them in taking steps to achieve those goals related to housing stabilization and retention
* Competency using crisis management skills
* Knowledge of Housing First principles and its application with youth and adults
* Strong organizational skills to support the City’s Housing First Data Coordinator with accomplishing various prioritization and reporting tasks set out in the HBCM service system
* Competency in report writing, gathering and interpreting data and outcome measures, as required by the Manager of Adult and Youth Services
* Competency in basic budgeting and recording skills to support newly housed women to purchase/acquire adequate furnishing and household essentials in addition to a monthly budget
* 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 and adults
* Have a demonstrated ability to work within timelines and deadlines
* Possess strong time management and organizational skills
* Have their own reliable vehicle and appropriate insurance for community meetings with clients and collaterals, and feel comfortable transporting clients in their vehicle
* Have excellent people skills to facilitate relationships with clients, colleagues, supervisors, program partners and community members
* Have a genuine interest in working with youth and adults in a caring and empathic manner
* Be willing to work evenings and weekends as required
* Bilingualism is strongly recommended

**Position Description- Housing Based Case Manager**

This position will operate under the direction and supervision of the Elizabeth Fry Society of Ottawa.

The Youth and adults HBCM will:

* Support a caseload of 15 adults (and occasionally youth) who are incarcerated at the Ottawa-Carleton Detention Centre (OCDC) and will be unsheltered and/or going into emergency shelters post-release to become housed and have more independent living conditions
* Assess both youth and adults using the Justice Discharge Vulnerability Index Service Prioritization Decision Assistance Tool (JD-VI-SPDAT), Transition Age Youth - Vulnerability Index Service Prioritization Decision Assistance Tool (TAY-VI-SPDAT) to support the prioritization and matching
* Support adults in housing to develop needed life skills to live independently; broker clients to community supports and resources according to their needs and wants; support adults 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 and adults 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 their caseload, as matched by the Adult Coordinated Housing First Access function and as caseload permits and based on the future development of a Youth Coordinated Housing First system
* Develop an understanding of the client's needs during incarceration based on the JD-SPDAT or TAY-VI-SPDAT, and with client's consent , in consultation with people familiar with the client such as OCDC Discharge Planners, Probation officers, and homeless service providers
* Engage with new clients; review housing and shelter/street involvement history, and JD-SPDAT/TAY-VI-SPDAT/VI-SPDAT results
* Initiate a support service plan that will address safety, basic needs, relationships, daily activities and life skills, social and community integration, risk 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, and accompanying to 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
* Once housed, administer SPDAT assessment tool at prescribed intervals to support the client’s case plan, reporting results and tenancy retention milestones to the City’s Housing First Data Coordinator
* 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 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
* 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 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 of Ottawa
* Report on performance measurements as required and as set by the City of Ottawa

\*\*Additional duties and reporting requirements may be assigned by the Acting Director of Operations or her designate. The Acting Director of Operations, with consultation with the ED, has the right to change/modify any duties related to the position.

\*\* Position is subject to funding approval – City of Ottawa

The Elizabeth Fry Society of Ottawa is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.

The deadline for applications is October 31st, 2018 at 4:00 p.m. While we thank all candidates for their interest, only those invited in for an interview will be contacted. Please submit your resume and cover letter addressed to April Bissonnette, Acting Director of Operations electronically to jody.brenton@efryottawa.com.