



**YOUTH
SERVICES
JEUNESSE**

**Youth Services Bureau
Bureau des services à la jeunesse**

About YSB

Founded in 1960 and a community leader in Ottawa, the Youth Services Bureau of Ottawa (YSB) is one of the largest and most comprehensive non-profit agencies serving and empowering youth in this community. More than 350 caring professionals work from 20 locations across the city to deliver a vast range of programs and services that support at-risk youth and their families. YSB is a multi-service agency that provides services in French and English in employment, health and housing, mental health, youth engagement and youth justice. We work in partnership to develop, deliver and advocate for better conditions, services and opportunities for youth and families. We receive funding from the Province of Ontario, the City of Ottawa, the United Way, and generous private donors.

What we offer

- A values based agency that believes in and supports inclusion, diversity, accessibility and client empowerment
- A community based organization that provides services to over 2500 local youth and families each month
- Working in a dynamic team
- An environment that encourages continuous learning by offering professional development and training opportunities
- Comprehensive health benefits and pension (CAAT) for eligible full time and part time employees

YSB is looking for two bilingual Housing Based Case Managers to join its growing team of case managers.

What is the role?

Under the general guidance of the Director of Community Services and the immediate supervision of the Assistant Director of Community and Housing Services, the Housing Case Manager will be responsible for case management of clients referred from designated community partners including YSB. Clients will be supported in obtaining stable, long-term housing and connected to other supports to help retain their housing. These supports include education/employment, mental health support, social/recreation, etc. The work will be completed in accordance with policies and directives established within the YSB.

What duties will you perform?

- Provide ongoing case management services to clients so youth obtain stable housing
- Ensure ongoing assessment of client progress regarding levels of support needed
- Connect youth to community supports, links to employment and/or education opportunities, and support youth to retain long-term housing.
- Work with youth and the Y-SPDAT and TAY VI SPDAT assessments to determine client need with respect to level of housing and any supports required
- Support clients to develop skills to transition to independent living
- Provide data / stats, complete reports and other documentation or administrative functions as required
- Develop or facilitate development of program components as part of a housing case management team
- Ensure that client files are maintained and current within established guidelines
- Maintain a comprehensive knowledge on current issues relating to youth
- Participate in identified training to ensure ongoing development of skills and abilities
- Establish and maintain appropriate community partnerships including with HBCMs in other organizations
- Commitment to upholding YSB's values
- Build and maintain relationships with landlords and support landlord/tenant relationships to maintain housing
- Ensure familiarity with pertinent legislation, regulations, guidelines and Agency Policies.
- Attend and participate in supervision and planning meetings
- Follow safe work practices as established by YSB and the program

What is needed for the role?

- Diploma or degree in social sciences, social work or relevant field
- Three years direct experience working with youth, and providing case management services
- Experience in bringing one's own LGBTQ2S+ identity as a lens to work with youth considered an asset; lived experience within one or more equity-seeking groups is considered an asset
- Familiarity with community services and agency protocols for referral
- Proven expertise with client profile (youth 16-24; unstably housed and with varying degrees of acuity); including understanding of the intersectionality of Homelessness and LGBTQ2S+ identity
- Experience with Y-SPDAT and TAY VI SPDAT or other assessment tools
- Demonstrated ability to assess need for support or other resources;
- Demonstrated organizational skills

- Ability to work variable hours including evenings, weekends and flexible hours
- Willingness to work in client home, community or other setting as needed
- Knowledge of Housing First for Youth principles
- Demonstrated computer skills
- Fluency in English is essential and fluency in French is essential
- Valid driver's license and access to a vehicle

Apply On-line with resume and cover letter at: [Youth Services Bureau Careers](#)

Please Direct Questions to: humanresources@ysb.ca

Position: full time temporary (2 positions; 6 month and 12 month)

Reference #: 20-036

Annual Salary: \$54,932.80-\$65,977.60

Closing Date: July 19th, 2020

TERMS OF EMPLOYMENT:

YSB values diversity. We are committed to building a workforce that reflects the diversity of our community.

Accommodation will be made available for applicants with a disability throughout the hiring process. Applicants must make their needs known in advance.