



Support, every step of the way

Job Posting

Job Title: Case Manager

Job Posting: # 853

Program: Transitions to Home

Effective Date: ASAP

Posting Date: November 13, 2017

Posting Closing: November 24, 2017

Status: full-time; permanent; union

Location: based at 195 Ferguson Ave N; mobile within the community

PURPOSE: To provide intensive case management services to an individual caseload according to a housing first approach

DUTIES:

1. Assists in the engagement of prospective program participants who are homeless, live in shelters or the wider community.
2. Will document and input information into client files, manually and in T2H COTS to ensure accurate service statistics and client records.
3. Assesses participant's needs for services to support their transition to housing and optimize their capacity to sustain housing.
4. Develops implements and monitors case plans.
5. Works with other case management activities within the Case Management Team and external partners to co-ordinate service (case) plans.
6. Assist each program participant with securing appropriate housing based on individual need.
7. Ensure that a Housing application is completed and/or is active.
8. Assist participants with their move into independent accommodations and provide neighborhood orientation
9. Facilitate access to income support programs, support services, medical and addictions services, education, training, volunteer work, or employment and other services as required.
10. Provides information, emotional support, advocacy and practical help to program participants.
11. Liaise with income support programs (i.e.: OW, ODSP, CPP etc.) to assist in establishing income source for participant.
12. Participates in the co-ordination of appropriate supports required by participant to ensure an adequate wrap around approach of services has been established.

13. Conducts regular visits with participants in their homes to provide supports specific to life skills, daily living skills, conflict resolution, crisis intervention and prevention, budgeting assistance, community integration and community building life skills, grocery shopping, cleaning, etc.
14. Attends meeting/appointments with participants in order to provide support, guidance and advocacy.
15. Provides supports to participants in regards to their rights under the Residential Tenancy Act.
16. Provides regularly scheduled engagement in hostels, emergency housing, day-centres, participant homes and other locations throughout the community
17. Provides crisis intervention/conflict resolution.
18. Attends all professional development, training, individual and team meetings as required by the position
19. Other duties, as assigned.

QUALIFICATIONS:

1. Post-secondary degree/diploma in Human Services or related field.
2. Registration with College of Social Workers and Social Services Workers is required.
2. Experience working with adults with mental health and addictions issues and the homeless and providing non-judgemental supports to them.
3. Ability to deal with confidential information and possess excellent interpersonal and diplomacy skills.
4. Demonstrated ability to form helping relationships based on trust and empowerment
5. Evidence as a highly motivated team player, with proven ability to take initiative and be self-directed.
6. Experience in case management techniques, use of and connection to community resources
7. Certification in safe food handling, non-violent crisis intervention and First Aid/CPR.
8. Excellent computer, oral and written communication, and interpersonal skills
9. Demonstrated ability to conduct all of the job requirements to a high level of professionalism
10. Must be able to meet travel and participate in 24 hour, 7days a week service provision requirements of this position.

Competencies

Customer Service

1. Builds constructive relationships characterized by a high level of acceptance, cooperation and mutual respect;
2. Helps to create and contributes to a work environment that embraces and appreciates Diversity;
3. Values and respects the internal and external customers to the organization.

Accountability

1. Takes personal responsibility for the quality and timeliness of their work, and team work;
2. Believes, respects and adheres to the vision, mission and values of Wesley Urban Ministries.

Commitment

1. Demonstrates an understanding of Wesley Urban Ministries Mission, Vision and Values through service delivery approach;
2. Acts with integrity;
3. Demonstrates a knowledge of the code of ethics of working in social services;
4. Adapts to changing program requirements, conditions and work responsibilities.

Please send resumes to: hr@wesley.ca

Wesley Urban Ministries is an equal opportunity employer. We encourage applications from all qualified applicants. Only candidates selected for an interview will be contacted. No phone calls, please. More information about Wesley can be found on our website at www.wesley.ca. Job applicants requiring accommodation to participate in the hiring process should contact the Human Resources Department at hr@wesley.ca.