



**Support, every step of the way**

**EXTERNAL JOB POSTING**

**Job Title:** Intensive Community Case Managers

**Program:** Housing First for Youth

**Posting Date:** February 12, 2018

**Status:** Temporary, full-time, Union

**Job Posting #:** 912

**Effective Date:** ASAP

**Posting Closing:** February 21, 2018 @4PM

**Note:** This position is a temporary full-time position offering 35-40 hours per week until March 31, 2019. More than one position is available.

**Purpose:** The Youth Housing Support Project –Housing First for Youth (HFY) project is a collaborative initiative between the Catholic Children’s Aid Society of Hamilton, Good Shepherd, Living Rock, SPRC and Wesley. The ICCM position works with high risk youth who are experiencing chronic or episodic homelessness and provides housing-based case management supports with the goal of obtaining and maintain housing. The ICCM delivers supports that are positive development oriented, youth-centred, and strengths-based. The role of the ICCM involves maintaining a caseload of around 20 youth for up to 24 months, as applicable. The ICCM works collaboratively with team mates of the HFY project and Wesley Youth Services.

**Duties**

1. Collaborate with high risk youth participants in creating a comprehensive case management plan to address housing goals which is to be reviewed and/or modified on a regular basis for up to 24 months.
2. Collaborate with the Landlord Liaison Worker, Housing Engagement Support Worker and Youth Peer Support Workers to assist youths’ goals to obtain and maintain housing
3. Provide services that address the unique needs of youth, such as, developing life skills, navigating systems and services with youth, integrating mental health and addictions supports and bridging connections with other services as needed.
4. Maintain quality written and/or computerized records, including case notes, data/statistical information, and other relevant project documentation.
5. Lead or coordinate groups, workshop or educational sessions on topics such as life skills, tenant education, mental health, substance use, healthy relationships and other topics as needed.

6. Build partnerships/relationships across the community with service providers.
7. Maintain regular contact with youth on case load including regular home visits.
8. Have regular supervisions and communicate high risk issues, trends, emergency situations, etc to supervisor in a timely manner and complete required Incident Reports and/or paperwork.
9. Actively participate in Youth Housing Support Project team meetings, trainings and community partner events
10. Other duties as assigned.

## **Qualifications**

1. Minimum of S.S.W. diploma, or equivalent and a member, in good standing, of the Ontario College of Social Workers and Social Service Workers.
2. Minimum of three years' experience working as a case manager.
3. Knowledge of Housing First is required as this is a Housing First Intensive Case Manager position.
4. Minimum of two years' experience working with high risk youth experiencing homelessness and/or who are at-risk of homelessness.
5. Demonstrated ability to build a strong rapport with youth, including being non-judgmental, flexible, creative, compassionate, collaborative, and inclusive.
6. Excellent written, verbal and computer communication skills.
7. Ability to work independently, take initiative and also work within a team.
8. A valid driver's license with access to a vehicle is required.
9. A full-time, permanent position, schedule may require a mix of days/evenings/weekends.
10. The ability to speak French and/or other languages in addition to English is a definite asset.
11. Up to date training in ASSIST, NVCI, First Aid/CPR, Mental Health First Aid are all an asset and will be required to carry out the duties of the role.

## **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.

Interested applicants please send resumes including cover letter to: [hr@wesley.ca](mailto:hr@wesley.ca)

Wesley Urban Ministries is an equal opportunity employer which embraces diversity. 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](http://www.wesley.ca). Job applicants requiring accommodation to participate in the hiring process should contact the Human Resources Department at [hr@wesley.ca](mailto:hr@wesley.ca).