



## EXTERNAL JOB POSTING

**Job Title:** Intensive Case Manager  
**Program:** Wesley Youth Housing  
**Posting Date:** August 3<sup>rd</sup>, 2018  
**Status:** full-time, permanent; union

**Job Posting:** # 1002  
**Effective Date:** ASAP  
**Posting Closing:** August 10<sup>th</sup>, 2018 @4PM

**PURPOSE:** Through a multi stage housing program for youth 16-21 years old who are experiencing homelessness or at imminent risk of homelessness. The program provides an individualized and strengths-based approach with each young person to help them achieve their goals of independent living.

### DUTIES:

1. Ability to establish a strong positive rapport with youth by being friendly, non-judgmental, non-intrusive, and approachable.
2. Ability to develop positive relationships with diverse populations such as newcomers and LGBTQ.
3. Oversee the 19 unit program and residents, handling issues that may arise within a single staffed team.
4. Engage youth in a meaningful way providing counseling, case management, information, support and advocacy.
5. Ensure accurate and appropriate case co-ordination is offered and that accurate/updated client files are maintained and that challenging cases/concerns are raised at unit meetings, with the Manager and/or with case conferencing always with appropriate disclosures on file and legislation adhered to.
6. Complete intake, assessments, discharge and other required paperwork for all youth within the program.
7. Coordinate and attend case conferences with community partners and youth.
8. Complete tours for youth and community partners as required.
9. Complete OW applications, submit landlord letters, direct deposit forms with youth.
10. Conduct program consultation with Mental Health Clinician.
11. Supervise post-secondary students.
12. Be knowledgeable of and adhere to the purpose, goals, objectives, operational procedures of the program and organizational policies.
13. Work collaboratively with community partners in program and ensure proper communication and sharing of information.
14. Maintain an awareness of other social service agencies in the Hamilton Region and a working knowledge of the legislation that affects the target population of the program.
15. Ensure safety of team and safety of all program participants.
16. Facilitate and/or organize groups, social/recreational events/activities alone or in consultation with the life coach(s).

17. Complete statistics, client files, daily log, and other administrative documentation, as required.
18. Participate in staff development and team meetings and be able to work successfully as a member of a team and independently.
19. Will show leadership in Case management and lead by example in client interactions for other staff, seconded/liaison staff, volunteers, relief staff and students and identify any issues or concerns to the program manager in a timely fashion.
20. Complete household cleaning duties as required.
21. 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. At least three years experience working with street involved/homeless youth.
3. Experience working with street involved and homeless youth in a residential housing setting an asset.
4. Ability to communicate, both verbally and written, in French, would be an asset.
5. Some experience in a strengths based, client directed service delivery environment.
6. Experience in group facilitation and/or coordinating group activities.
7. Minimum 2 years providing direct case management, as a prime worker or equivalent
8. Good written and oral communications skills.
9. Flexible schedule required at times.
10. Non-violent crisis intervention and 1<sup>st</sup> aid/CPR training is required.
11. Must be proficient with Microsoft Outlook, Word and Excel with some troubleshooting ability.

#### **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's 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 and salary expectations to:***  
[hr@wesley.ca](mailto:hr@wesley.ca)

Wesley 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).