



## EXTERNAL JOB POSTING

**Job Title:** Intensive Case Manager  
**Program:** Wesley Housing Services - Brantford  
**Posting Date:** January 2<sup>nd</sup>, 2018  
**Status:** full-time; permanent; union

**Job Posting:** # 1060  
**Effective Date:** ASAP  
**Posting Closing:** January 16<sup>th</sup>, 2018 @4PM

**Purpose:** To provide intensive case management services to an individual caseload according to a housing first and health, functional, site based supportive housing approach, through site-based and mobile case management in the Brantford community.

### 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 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. A post-secondary university degree in social services – health care or equivalent and several years of relevant job experience
2. Registration and member in good standing with the Ontario College of Social Workers and Social Service Workers is required.
3. Certification in safe food handling, non-violent crisis intervention and First Aid/CPR is required.
4. Experience working with adults and families with mental health and addictions issues and the homeless and providing non-judgmental supports to them.
5. Experience in case management techniques, use of and connection to community resources.
6. A passion for supporting communities in need through client-centred housing approaches that focus on the social determinants of health
7. Demonstrated ability to lead a community-based social services programs that delivers housing first, housing programs with supports on site and therapeutic recreation programs
8. Strong organizational abilities and experience including project planning, risk management, delegating where appropriate, program development, change management and task facilitation.
9. Advanced knowledge of, and experience working with, family dynamics gained through previous experience in therapeutic or family training and/or education programs.
10. Understanding of legislation applicable to the program.
11. Excellent computer, oral and written communication, and interpersonal skills.
12. Demonstrated ability to conduct all of the job requirements to a high level of professionalism.
13. Able to meet the travel expectations of the position; a valid Driver's License and access to a vehicle is a definite asset.
14. Must be able to work flexible shifts including day, evening and weekend hours as well as on-call responsibilities.

### **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 and salary expectations 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).