



## EXTERNAL JOB POSTING

**Job Title:** Intensive Case Manager

**Job Posting #:** 1064

**Program:** Housing Services - Hamilton

**Effective Day:** ASAP

**Posting Date:** January 10<sup>th</sup>, 2019

**Posting Closing:** January 24<sup>th</sup>, 2019 @4PM

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

**Responsible to:** Manager Housing & Homelessness

**Hours:** Day, evening and weekend shifts required. Incumbents have on-call responsibilities as part of their regular duties.

**Purpose:** To provide intensive case management services to an individual caseload according to a housing first approach through mobile case management in the community

**Duties:**

1. Assists in the engagement of prospective program participants who are homeless, live in shelters or the wider community.
2. Admits individuals into program, through community engagement.
3. Assists homeless individuals to locate, find and enter permanent leased units.
4. Assesses and screens homeless individual's needs for services to support their transition to stable housing and optimize their capacity to sustain housing using an acuity tool and other resources.
5. Screen applicants and clients for any recent, current or ongoing experience with domestic violence and make referrals to appropriate programs.
6. Documents and inputs information into client files, manually and in computer data bases to ensure accurate service statistics and client records.
7. Delivers services to program participants who are single homeless adults.
8. Develops implements and monitors case plans and sustainability plans.
9. Determines eligibility for rental subsidies and completes reports for Director's approval, adds caseload information to reports to funder
10. Works with other case management activities with external partners to co-ordinate service (case) plans.
11. Assist each program participant with securing appropriate housing based on individual need.
12. Ensure that a social housing application is completed and/or is active.
13. Assist participants with their move into independent accommodations and provide neighborhood orientation.
14. Provides information, emotional support, advocacy and practical assistance to program participants/families.
15. Maintain regular, effective communication with social housing providers, administrators and private landlords, to ensure an integrated approach that will provide the best support possible for homeless individuals to maintain housing.
16. Facilitate access to income support programs (i.e.: OW, ODSP, CPP etc.), support services, individual and family counselling, medical and addictions services, education, training, volunteer work, or employment and other services as required.

17. Support individuals to access community resources by accompanying them to community resources as appropriate.
18. Report to appropriate child welfare agency (C/CAS) if child abuse and/or neglect is suspected or witnessed.
19. Facilitates case conference meetings, participates in the co-ordination of appropriate supports required by participant to ensure an adequate wrap around approach of services has been established.
20. 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, financial literacy, community integration and community building life skills, grocery shopping, cleaning, etc.
21. Attends meeting/appointments with participants in order to provide support, guidance and advocacy.
22. Provides supports to participants in regards to their rights under the *Residential Tenancy Act*.
23. Completes pre and post move inspections of housing units, participates in negotiations with property management.
24. Provides advocacy for participants with housing providers regarding RTA requirements.
25. Conducts regular follow-up with housing providers regarding housed participants.
26. Conducts mobile community visits to ensure the effective provision of service and that program goals are achieved.
27. When required attends Landlord and Tenant Board hearings.
28. Ensures that all policies and procedures of Wesley Urban Ministries are followed.
29. Maintain appropriate and accurate record keeping practice, as per expectations of Wesley
30. Other duties as assigned.

**Qualifications:**

1. Post-secondary degree/diploma in Human Services or related field.
2. Registration and member in good standing with the Ontario College of Social Workers and Social Service Workers is required.
3. Experience working with adults and families with mental health and addictions issues and the homeless and providing non-judgmental supports to them.
4. Advanced knowledge of, and experience working with, family dynamics gained through previous experience in therapeutic or family training and/or education programs.
5. Excellent interpersonal, tact and diplomacy skills and demonstrated experience working effectively and sensitively with diverse populations.
6. Demonstrated ability to maintain confidentiality and effectively work with sensitive / confidential information.
7. Demonstrated ability to build rapport and form helping relationships based on trust and empowerment.
8. Demonstrated experience as a highly motivated team player, with proven ability to take initiative and be self-directed.
9. Experience in case management techniques, use of and connection to community resources.
10. Certification in safe food handling, non-violent crisis intervention and First Aid/CPR is required.
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's, 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).