



JOB DESCRIPTION

Position: Housing Support Case Manager
Hours: 37.5 hrs weekly (Mon-Fri 8:30am-4:30pm)
Length: Full-time, Permanent
Wage: \$22-\$25 hourly
Reports To: Social Work Programs Coordinator
Updated: January 2022
Review: January 2023

GENERAL DESCRIPTION

Working closely to support clients, Welcome Centre Housing Support Case Managers (3) are responsible for the creation and maintenance of family/individual housing placement plans. Case Managers, working from a Harm Reduction philosophy, oversee and manage the development and implementation of housing-specific action plans, recommend and assist clients in obtaining services, gathering information necessary to assist clients in pursuing permanent living arrangements appropriate to the household's level of functioning, and assist clients with financial matters and seeking any financial support they may be eligible for. As active partners with clients of various acuities and levels of need, Housing Support Case Managers advocating for/with households to remove barriers to successful housing and promote housing stability upon shelter exit. Position is "front-line", meeting daily with clients, assisting with escorts to viewings as required, and assisting clients in exiting shelter to permanent and safe housing within the broader community. Performance measures are based upon length of stay in shelter, household(s) securing housing in community, and rates of recidivism. Position includes task supervision of 1-3 undergraduate students, on-call duties (providing supervision, feedback and coaching during high-risk or crisis response calls) and liaison with area housing providers (private market and social housing) to maintain positive relations.

MINIMUM QUALIFICATIONS

- In recognition of the often high-risk and medically vulnerable clients the agency serves, proof of COVID-19 vaccination status or approved medical or religious exception on file is required
- BSW degree with a minimum 6 month full-time work in case management role (RSW preferred)
- Ability to case manage both single individuals and households with minor children (upwards of 15 households with mid to high acuity per the VI-SPDAT)
- Experience working with vulnerable client groups
- Excellent verbal and written communication skills
- Demonstrated supervisory abilities and work background
- Must have dependable vehicle, valid Ontario drivers license, and proof of insurance
- Successful completion of a criminal background check
- Working understanding of the social service system, including income support programs
- Working knowledge of community resources and community organizations is an asset
- Training and working awareness/use of harm reduction, trauma-informed care, suicide intervention, crisis intervention, motivational interviewing are assets to the role



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The following duties outlines the requirements of the Housing Support Case Manager position; all bullet point items noted are used in instances of performance evaluation.

HUMAN RESOURCES

- Understand and adhere to contents of the Human Resource and Employee Orientation Manuals
- Participate in all scheduled staff/team meetings and any scheduled training programs

STUDENT PLACEMENT PROGRAM

- Provide on-site task support to designated students to support individualized learning goals
- Meet as needed with Social Work Programs Coordinator to update on student progress, barriers, successes, and plans for upcoming weeks work
- Provide feedback assistance towards completion of student evaluations
- Other items specific to oversight of students, student recognition and student programming.

CASE MANAGEMENT/CLIENT CONTACT

- Completion of VI-SPDAT screener, results entered into HIFIS for community referrals to Housing First programming; results used for internal use in prioritizing client need and assisting in care-plan preparations/actions for households.
- Complete initial meeting (Day 1) with clients within 1-business day of arrival into shelter to begin action-planning process. Collect information to determine clients' holistic needs by interviewing clients and families accessing hotel to identify barriers to housing, strengths that may be accessed, supports currently in place and supports needed.
- Working with household, develop and work towards completion of action items based on the results of individual meetings with clients to include recommendations for income supports, health supports, social and community supports and other appropriate services.
- Submission of daily HIFIS case note updates specific to housing related information (tracking of units to be viewed, viewed, reasons for decline of units, etc. Case Management updates in HIFIS are accurate, time-tracked, opened and closed per HIFIS protocol.
- Identify availability of financial assistance required to implement individual action plans and ensure all households have been notified and applied for available income supports within 2 business days of intake.
- Schedule, transport or arrange for transportation of clients to medical appointments, supervised visits, court hearings, placements and other service programs/facilities that assist with on-going housing stability.

- Meet daily or minimum of 2-3 times weekly with households/individuals to allow for efficient updating of action plan items. All households will have DAILY CONTACT made with housing support staff to update on progress.
- Maintain accurate case records within HIFIS and complete forms for documentation of eligibility, service referrals, evaluation of client outcomes and general case management purposes.
- Organize and hold case management meetings as needed with community collaborating partners to assist with housing search and issues impacting long-term housing sustainability.
- Act as a supplemental support to Shelter Support staff for conflict mediation and creative problem-solving around behaviors, to help support client shelter stays.
- Attend daily and weekly Housing Support Team meetings
- Weekly and monthly review your data, towards reaching targets in areas of: reducing lengths of stay annually by 15% and increasing positive exits into housing to target of 70%.
- Accurate updating and maintenance of case, case files, and community databases on a weekly basis.
- Assist clients in accessing, completing and submitting Central Housing Registry application within 3 business days of shelter intake
- Provide feedback to Social Work Programs Coordinator regarding staff recommendations for service restriction.

ADMINISTRATIVE/STATISTICS

- Ensure all agency HIFIS notes are written with goals of accuracy and efficiency, to community standards
- Complete all assigned program statistics as required, on-time and complete (no later than 3rd business day of each month).
- Enter hours worked on weekly timesheets to be submitted in a timely and accurate manner
- Lieu time tracking to be submitted beginning of the month (prior to the 5th) for the month preceding
- Overtime monitored and kept to a minimum, for necessary or emergency deemed situations only
- Ensure requests for vacation time are submitted to Shelter Manager prior to the 10th of the month preceding the request
- Ensure availability for all scheduled on-call weeks throughout the year and provide efficient response as required to ensure staff support and safety

COMMUNITY

- Attendance at assigned community committee meetings; minutes/notes of updates are to be kept accordingly and a monthly update provided to Social Work Programs Coordinator.

Other duties as assigned/applicable to the position as outlined above

I have read and understood this job description: _____ Date: _____