



Employment Opportunity - Ontario Division

Job Title:	Housing Based Case Manager	Competition #:	30/22
Department:	Outreach & Housing Services	Status/Position Type:	1 Full time contact position until March 31, 2023
Compensation:	\$23.93	Unionized:	No
Ministry Unit:	Ottawa Booth Centre	Date posted:	August 2, 2022
Address:	171 George St.	Posting Expires:	August 9, 2022

MISSION, VISION AND VALUES:

The Salvation Army is an international Christian church. Its message is based on the Bible; its ministry is motivated by love for God and the needs of humanity.

Mission Statement

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

Vision Statement

We are an innovative partner, mobilized to share hope wherever there is hardship, building communities that are just and know the love of Jesus.

Core Values:

Hope: We give hope through the power of the gospel of Jesus Christ.

Service: We reach out to support others without discrimination.

Dignity: We respect and value each other, recognizing everyone's worth.

Stewardship: We responsibly manage the resources entrusted to us.

TERMS AND CONDITIONS:

POSITION PURPOSE SUMMARY:

To facilitate, through a coordinated case management process and housing first approach, the moving of individuals from street living to permanent-housing living, with supports.

RESPONSIBILITIES:

The successful candidate will:

- work as part of the team with other Support Workers, other Centre staff, outreach workers and other community resources in providing services to the clients
- engage clients "where they are at" – on street or a location most comfortable for client
- work on a Case Management basis, which include client Intake and Assessment for Housing history, Barriers to housing and immediate and ongoing needs (ID, financial, food, shelter, clothing, medical)
- Engage in preliminary Goal Setting/Plan to Assess Client conditions to determine Housing history and, barriers to housing
- provide crisis intervention.
- coach and support clients as needed to access appropriate services.
- monitor and follow up on clients' progress. Advocate on behalf of the client as required and appropriate.
- arrange for case conferences where appropriate or attend reviews called by community workers
- keep accurate records and documentation
- prepare statistical and other reports as required
- adhere to all procedures, rules, and guidelines for the safety and security of residents and staff
- perform additional duties when required
- maintain contact with clients for the purpose of:
 - monitoring progress of clients in working on goal plan
 - following established procedures, referring to appropriate Centre and community resources and





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- advocating on behalf of the client to other Centre staff or outside resources, as requested by coordinator. Attend staff meetings and case conferences prepared to share information regarding clients and services issues
- implement appropriate emergency procedures as necessary
- maintain records as required (e.g. incident report, log notes, and case notes)

Workplace Hazards

- may deal with angry and abusive clients
- may encounter verbal abuse
- may be required to deal with client overdose and other medical situations

QUALIFICATIONS:

- relevant Community College/University education in social work or related fields, preferred
- minimum 3 years' experience working with urban disadvantaged population
- several years' experience in direct client service with the homeless, ideally in an outreach setting
- experience working with an urban, hard-to-serve clientele with addiction and mental health issues
- strong interpersonal and leadership skills
- experience in working cooperatively with community resource agencies
- effective communication skills, particularly in negotiation and advocating for clients' needs
- knowledge of local housing placement resources, and processes for particularly hard-to-serve clients
- good writing skills for documentation and correspondence
- strong computer skills including a working knowledge of Microsoft Office and Excel
- bilingualism (French and English) is essential
- trained in Standard First Aid/CPR, Assist, Non Violent Crisis intervention preferred
- experience administering Narcan and/or Narcan training a strong asset

Successful candidate will be required to provide upon hiring:

- A clear vulnerable sector screening
- A clean drivers abstract
- A current 'G' driver's license with at least 2 years' experience driving at that level

HOURS: Monday to Friday 8:00am to 4:30pm (on call when needed)

*In support of our commitment to a healthy and safe workplace and community, The Salvation Army (TSA) has a vaccination requirement for **all new employees within the Province of Ontario, Social Services sector**. The successful candidate will be made an offer of employment on the condition of being fully vaccinated against COVID-19 and will be required to provide proof of full vaccination, prior to their employment start date. The requirement to be fully vaccinated is subject to provincial human rights legislation. If the candidate is unable to vaccinate for a reason protected by the Human Rights Code, a request for accommodation can be submitted and written proof satisfactory to TSA will be required.*

The Salvation Army offers accommodation for applicants with disabilities in its recruitment process. If you are contacted to participate in an interview or screening process, please advise us if you require accommodation.

We thank all applicants, however, only those candidates to be interviewed will be contacted.
You must advise your managing supervisor of your intentions prior to submitting your application.



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