

Employment Opportunity

The Salvation Army Ontario Division

Position Title:	Housing Based Case Manager	Competition #:	49/21
Ministry Unit:	Ottawa Booth Centre	Position Type:	1 Full time contract position ending March 31, 2022
Salary Range:	\$23.46	Date posted:	October 6, 2021
City:	Ottawa	Posting Expires:	October 12, 2021

Applications Accepted By:

Fax at 613 241-2818 or Email at: sorjobs@ottawaboothcentre.org

Attention: Employee Relations Department

Please no phone calls.

Organization Description

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.

Core Values

The Salvation Army Canada and Bermuda has four 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.

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 client's 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

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- following established procedures, referring to appropriate Centre and community resources and
- 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 population 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
- valid class "G" driver's license and a clean drivers Abstract
- 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)

The Salvation Army will accommodate candidates as required under applicable human rights legislation. If you require a disability-related accommodation during this process, please inform us of your requirements.

We thank all applicants, however, only those candidates to be interviewed will be contacted.