



Employment Opportunity - Ontario Division

Job Title:	Rooming House Case Manager	Competition #:	02/22
Department:	Outreach & Housing Services	Status/Position Type:	1 Temporary Full time contract positions ending March 31, 2022
Compensation:	\$23.46	Unionized:	No
Ministry Unit:	Ottawa Booth Centre	Date posted:	January 11, 2022
Address:	171 George Street	Posting Expires:	January 24, 2022

APPLICATIONS ACCEPTED BY:

Email at: sorjobs@saobc.org

Fax at 613 241-2818

Attention: Human Relations Department

Please no phone calls.

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 housing stability for clients living in rooming homes, who are at risk of homelessness, by following a coordinated case management process and a Housing First approach.

RESPONSIBILITIES:

- engage clients "where they are at" – at a location that is most comfortable for the client
- case management of clients including triage service to determine clients', acuity, intake, assessment for housing history, barriers to housing retention, immediate and ongoing needs (ID, financial, food, shelter, clothing and medical)
- preliminary goal- setting/plan to assess client conditions, determine housing needs and develop a plan to support long term housing retention
- provide crisis intervention when necessary
- 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 requested by community workers
- maintain accurate records and documentation including incident reports, log notes and case notes
- maintain ongoing contact with clients
- work with clients to create a client-driven plan with ongoing follow-up to ensure goals are being worked towards
- engage landlords on the benefits of working with the Housing First model
- refer to supportive housing as necessary, procuring housing for clients through active housing searches and attending viewings both with the client and without
- refer clients to Ottawa Booth Centre and to community resources when appropriate
- advocate on behalf of clients with necessary community resources
- attend staff meetings and case conferences prepared to offer information regarding clients and services issues
- prepare statistical and other reports as required
- adhere to all procedures, rules and guidelines for the safety and security of residents and staff
- ensure an adequate amount of necessary supplies are maintained (i.e. forms, log book, cell phone, charger, identification, bus tickets and first aid supplies)
- perform additional duties when required





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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
- minimum 3 years' experience working with an urban, hard-to-serve population with addiction and/or mental health issues
- strong interpersonal and leadership skills
- effective experience in working cooperatively with community resource agencies
- effective communication skills, particularly in negotiating 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
- excellent interpersonal skills
- valid Class G driver's license
- personal vehicle required, including personal automobile insurance coverage, for daily travel within City of Ottawa limits
- experience administering Narcan and/or Narcan training a strong asset
- bilingualism (English & French) is an asset

Successful candidate will be required to provide upon hiring:

- A clear vulnerable sector screening
- A clean drivers abstract

HOURS: Monday to Friday 8:00am – 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 employees in Canada. 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/territorial 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.

