



External JOB POSTING

POSTING#0921.05

- Position:** Case Manager – Home for Good program (H4G)
- Program Location:** 3313 Lake Shore Blvd W, and in the community conducting client home visits
- Function:** The function of the Case Manager is to provide direct service to chronically homeless men with complex needs including mental health and substance use to find and maintain housing. This position includes individual support based on client need.
- Schedule:** Full-time (37.5 hrs/week); Must be available to work some evenings and weekends; Includes rotating on-call duties
- Start Date:** As soon as possible
- Salary:** \$22.09/per hour (job classification 3); plus, competitive benefits package and evening/weekend shift premium
- Reports to:** Program Coordinator H4G
- Date of Posting:** September 30th, 2021
- Closing Date:** October 29th, 2021

Responsibilities:

1. To conduct intakes and full assessments identifying client needs and possible barriers to safe, stable and permanent housing.
2. Work with the client to develop an individualized case management plan in support of long term housing and community stability.
3. Develop referring relationships with community services that may enhance client success through referrals/access to service.
4. Conduct regular house visits to determine quality of life and life skills and to reduce the risk of social isolation, when possible, developing program connections.
5. Work as a member of a two-person team when providing client services in the community.
6. Teach, coach and mentor clients in the areas of life skills, mental/medical health issues, substance use/harm reduction strategies, etc. as required
7. Work with team members to support, visit and advocate for clients in their home
8. Actively conduct outreach to increase the partnerships with JHST and private landlords in

- order to increase accessible housing stock for our clients.
9. Participate in agency/staff committees as time allows.
 10. Assist the agency in maintaining accessible, relevant, responsive and quality services.
 11. Deliver services in a way that reflects the racial, cultural, linguistic, and gender specific needs of the community being served.
 12. Meet with clients at a frequency to be determined based on assessment of needs and accurately record all meetings, goals, progress and activities of each client.
 13. Accompany service users on public transit to referral destinations, medical appointments etc.
 14. Produce and maintain logs, files, records or statistical information through the use of sufficient written and computer skills.
 15. Ensure client confidentiality as per agency policy.
 16. Ensure ongoing and open communication with colleagues and supervisors to afford the best outcomes for clients.
 17. Perform daily program maintenance tasks including restocking supplies, preparing intake packages and relevant documentation, and keeping the site clean and neat.
 18. Rotating after hours on-call duties.
 19. Perform other duties or assigned as directed by the Director or his/her designate.

Qualifications

1. Community college diploma or B.S.W. or equivalent and a minimum of 2 years' experience in Housing Advocacy and Counselling
2. Knowledge of criminal justice system
3. Knowledge of Residential Tenancy Act
4. Mediation skills to support with housing retention as required
5. Experience supporting clients with mental health, substance use and complex issues
6. Experience in Housing Outreach
7. Strong crisis intervention, de-escalation and problem solving skills to intervene in conflict situations.
8. Good written and oral communication skills
9. Ability to work independently and as a team
10. Thorough knowledge of community services and support programs for homeless men in Toronto (ex: substance use, mental health, social services etc.)
11. Solid professional boundaries
12. Must display a non-judgmental and anti-oppressive attitude.
13. Familiarity and ability to support harm reduction approaches for people who use substances.
14. Demonstrate knowledge and ability to practice micro skills, counseling and motivational interviewing techniques when liaising with peers and clients
15. Recent criminal record check

The John Howard Society of Toronto is an equal opportunity employer and a United Way Anchor agency. Should any accommodation be required please contact Human Resources prior to an interview. The position is included in the collective agreement with the John Howard Society of Toronto SEIU Healthcare.

Please submit all cover letters and resumes or letters about why you are interested in this position and a record of your relevant personal and/or work experience and/or education confidence by email to Karen Crawford at kcrawford@jhst.ca by 11:59 pm October 29th, 2021. Be sure to indicate the position that you are applying for in your cover letter.