

## **Job Title: Housing Worker/Case Manager**

**Posting Date: April 23, 2024**

The John Howard Society of London and District (the Society) is a not-for-profit organization with a mission to promote *effective, just and humane responses to crime and its causes*. The Society has been providing a broad range of evidence-based and outcome-driven community services in London and surrounding area for over 75 years. Our organization has a strong history of helping individuals and families who are at risk of, or who have come into conflict with the criminal justice system.

### **Job Summary:**

This is a full-time contract position; commencing as soon as possible. The Housing Worker/Case Manager will provide support to individuals who are facing homelessness upon release from custody and individuals who are looking for support with record suspension applications. The Housing Worker/Case Manager will be responsible for ensuring that participants with complex needs receive the supports necessary to help them reintegrate into the community, achieve housing stability and reach their personal goals.

### **Qualifications:**

- University degree in social services or equivalent
- Work experience in a social service field
- Ability and willingness to work flexible hours, if required
- Vulnerable sector screening – police check is required
- Considerable experience addressing the needs of individuals and families experiencing homelessness or those at risk of homelessness including developing and implementing successful integrated case management plans
- Advanced skills to enhance participant motivation in order to make and follow through on decisions related to treatment, stability and wellness
- Experience in assisting persons living with addictions and mental health concerns
- Experience with conflict resolution practices including "in the moment" problem solving and intervention
- Ability to work independently and within a multi-disciplinary team
- Excellent interpersonal, communication and problem-solving skills
- Valid Driver's license and a reliable vehicle.

519 438-4168

[jhslondon@execulink.com](mailto:jhslondon@execulink.com)

601 Queens Avenue  
London, ON, N6B 1Y9





**Responsibilities:**

- Work with a team of housing support workers
- Meet with potential clients to assess eligibility for the program
- Support clients in a temporary residential housing setting (hotel)
- Provide counselling, crisis intervention and referrals to culturally appropriate services to address client needs
- Promote the personal empowerment of each participant through coaching, mentoring and support
- Maintain consistent communication, set up regular meetings, and track clients' outcomes
- Support the clients with securing proper accommodation and financial assistance
- Advocate on behalf of the participants in navigating the social services and healthcare systems
- Ensure accessibility and availability of services and assist in mediating issues
- Teach conflict resolution skills, where possible, and follow up on issues to ensure resolution
- Complete documentation, including reports and case notes, and collect data as required
- Maintain the confidentiality of all client and agency information
- Assist individuals to complete record suspension and travel waivers applications (training is provided)
- Other duties as assigned

**Application Deadline: May 13, 2024 by 12:00 pm**

Send a resume to: **Taghrid Hussain (her/she), Executive Director**

By Email: [thussain@jhsLondon.on.ca](mailto:thussain@jhsLondon.on.ca)

Please put in subject line: **Housing Worker/Case Manager**

Please Note: The John Howard Society of London and District is an equal opportunity employer. We are particularly interested in encouraging qualified applicants from all communities that reflect the diversity of the individuals and families we serve. We are committed to a selection process and work environment that is inclusive and barrier free.

We would like to take this opportunity to thank all those who apply and advise that we will be responding only to those selected for an interview.