

Position: Housing Case Manager – Addiction Supportive Housing (ASH) Program

Reports To: Program Coordinator

Position Summary

Housing Case Manager provides comprehensive housing supports to clients participating in the agency's Addiction Supportive Housing (ASH) Program. The Housing Case Manager provides assistance on a day-to-day basis through a continuum of functions that can include: initial and ongoing assessment, initial treatment planning and ongoing adjustments as required, crisis supports and management, referral and integration of required services, life skill enhancement, eviction prevention, advocacy, personal care coaching, self-efficacy promotion, transition planning and collaboration with other service providers.

Details of Position/Hours of Work

- Permanent
- Full-time, 35 hours/week
- Scheduled shifts between 8:30 am – 8:00 pm, Monday to Saturday
- Willing to travel between 5 locations in London, Middlesex, Oxford and Elgin
- Schedule may vary according to program needs

Compensation

- \$21.70/hour
- Benefit eligibility after 3 months

Duties & Responsibilities

- Manage a caseload of clients involved in the agency's supportive housing program
- Conduct standardized assessment using approved tools to determine specific needs, goals, characteristics, problems, stage of change and eligibility into the program and overall treatment.
- Conduct a life skills assessment to determine client's specific needs to enhance independent living capabilities and promote self-efficacy (e.g. money management, food preparation, fire safety, housekeeping, etc.)
- Support individualized treatment plans and provide input or feedback to a primary counsellor
- Maximize client participation in programming and pro-social community activities; actively promote self-efficacy according to a Motivational Interviewing approach. This will also include activities such as early intervention, relapse prevention, crisis intervention, follow-up and recovery maintenance
- Provide referrals for psychiatric consultation, mental health supports and referrals to community resources;
- Facilitate structured content and process groups as outlined in the program manuals.
- Maintain client files, documentation and statistics according to agency policy and procedures in a timely manner

- Facilitate community presentations
- Maintain a professional collaborative relationship with ADSTV's Supportive Housing partners
- Provide clients with an orientation to the landlord, the property, safety plans and general guidelines for tenancy
- Assist clients to meet their rent payment obligations through monitoring and defining individual responsibilities, and by liaising with the landlord and/or the Supportive Housing partner as necessary
- Assist client to identify repair needs and deficiencies at properties and liaise with the landlord and/or the Supportive Housing partner as necessary
- Assist client to identify and resolve any health, fire and safety concerns
- Ensure clients understand and fulfill responsibilities for property upkeep, such as snow shovelling, landscaping and garbage disposal
- Assist client to obtain, as appropriate, supplementary supports to support independent living; e.g., transportation, furnishings, storage, income maintenance, health care, etc.
- Support client in developing successful transition plans to complete the program.
- Provide timely client responses and coordinate appropriate resources for crisis stabilization and follow up support
- Assess client crisis needs including risk and safety, develops a safety plan and monitor until necessary supports are put into place
- Basic understanding of: Landlord and Tenant Act, the Tenant Protection Act, the Mental Health Act, the Ontario Human Rights Code, and the Child and Family Services Act
- Routinely monitors the client's general health and well-being and provides advice and support as appropriate

Knowledge, Skills, Abilities, Other Requirements

- Post-secondary education in a related field, preferably SSW, Recreation Therapy, BSW, or equivalent required
- Current First Aid/CPR required
- A clear Vulnerable Sector Check is condition of employment
- Minimum 3 years proven work experience in residential or supportive housing settings including mental health and/or addictions and/or experience working directly at street-level with individuals experiencing homelessness
- Valid driver's licence, consistent use of reliable transportation and appropriate operators insurance. Housing Case Manager's may be required to transport clients in their own vehicle
- Thorough understanding of Housing First and Supportive Housing models.
- Knowledge of addictions, homelessness, mental illness, and community resources.
- Experience in:
 - Crisis intervention and conflict resolution with distressed individuals
 - Community development and networking
 - Record keeping and file management
 - Teaching/modelling basic life skills advocacy, including mediation and conflict resolution, eviction prevention
 - Enhancing life-skills
- Ability to:
 - Maintain effective working relationships with community partners

- Work independently and in a group
 - Identify problems (practical, individual and interpersonal) and use related problem solving skills,
 - Implement knowledge of crisis theory
- Demonstrated and well developed:
 - Interpersonal and team work skills,
 - Organizational and time management skills,
 - Verbal, written communication and listening skills,

Working Conditions

- Working alone
- Working in a variety of public locations and agencies
- Exposure to emotionally strenuous situations
- Regular travel required within the Thames Valley area
- May be exposed to infectious and communicable diseases; working with individuals who have a history of trauma and being aggressive
- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required
- Moderate physical activity including walking, standing, sitting, lifting, moving items, etc.

PLEASE SUBMIT RESUME & COVER LETTER IN CONFIDENCE BY

February 16, 2018 at 4:30 pm to:

ADSTV

Attn: Human Resources – **Housing Case Manager**

260-200 Queens Ave., London, ON N6A 1J3

or

employment@adstv.on.ca

Please indicate the position you are applying to in the subject line if submitting via email.

ADSTV is an inclusive employer and encourages applications from Indigenous people, women, persons with disabilities and members of visible minorities

If you require a disability-related accommodation during this process, please inform us of any required accommodations needed.

Preference will be given to candidates who are proficient in both official languages of Canada and who meet all job requirements.

Préférence sera accordée aux candidats qui sont compétents dans les deux langues officielles du Canada et qui satisfont à toutes les exigences de l'emploi.

We thank all applicants for their interest but regret only those selected for an interview will be acknowledged.

No phone calls please.