

**Position:** Moderate Case Management Worker, Street Level Women at Risk

**Reports to:** Program Manager of Street Level Women at Risk (SLWAR)

**Position Summary:**

An exciting and unique opportunity exists in the Street Level Women at Risk Program, a leading Housing First Program. The Moderate Case Manager will establish and maintain a relationship with street involved sex workers to achieve housing stability. The Moderate Case Management Worker will work with individuals (on a 15-1 participant to worker ratio) who are part of the Street Level Women at Risk Program and transitioning to greater independent living after a period of being housed and achieving increased stability. This is considered to be the final stage of the Three Phase Approach of the Housing First model.

A strong support system will be developed and managed by the participant focused on community integration and belonging driven by participant choice. Support, as directed by the needs of the participant, will most often be at the participant's home, connecting the participant to other services and assisting with greater connection to community and greater sense of neighbourhood belonging. The Moderate Case Management Worker shall report to the SLWAR Program Manager and the Executive Director of the funded agency.

**Details of Contract/Hours of Work:**

- Temporary full time to Mar. 31, 2019
- \$21.98/hour
- 4% vacation pay in lieu of vacation
- Includes evenings, weekends and public holidays
- Schedule may vary according to program needs
- Participate in the on-call system

**Job Duties/Responsibilities:**

The Moderate Case Management Worker primary role is identified, but not limited to:

- Through a Housing First approach, provide moderate case management including regular, continuous contact with the participant
- Apply documented, structured case planning with identified goals to ensure participant interactions have objectives and are outcome oriented
- Work cooperatively with the Street Level Women at Risk collaborative agencies and other supports involved with the participants ongoing care
- Broker and advocate with other system elements, accompany clients to appointments, provide proactive crisis planning, organize meaningful daily activity opportunities and liaise with Ontario Works and Ontario Disability Support Program
- Connect the participant with appropriate services or supports based on their needs, including physical healthcare, mental healthcare, addiction services, trauma services,

vocational assessment and training, employment, volunteer and social-recreational opportunities

- Facilitate community integration and linkages to “mainstream” community resources (libraries, community centres, recreation, etc.)
- Connect participants to other long or short-term formal and informal supports
- Prepare and plan for “homelessness proofing” and re-housing. Includes recognizing and averting indicators that may de-stabilize a participants housing and focus on what worked when re-housing a participant
- Apply a collaborative approach to case planning and record keeping. Collect and record demographic information and maintain detailed case notes, case management plans and contact lists of involved supports and community services using the integrated data management program
- Support landlords as necessary in conjunction with the Housing Selection Worker and the participant
- Provide after-hours support as scheduled
- Participate in SLWAR team meetings
- Alert the SLWAR Case Coordinator or designate of information that could affect the safety and well-being of street involved individuals
- Maintain a regular caseload of an average of 10 participants at any time
- Other duties as assigned

**Knowledge, Skills, Abilities and Other Requirements:**

- Completed post-secondary education in social services or related field and a minimum 2 years work experience in addictions and mental health required
- First Aid/ CPR Certification required
- Clear Vulnerable Sector Check required
- Valid G driver’s license, access to a reliable vehicle, and proof of automobile insurance required
- Considerable experience addressing the needs of individuals and families experiencing homelessness or those at risk of homelessness including developing and implementing successful case management plans
- Thorough understanding of harm reduction theory and demonstrated ability to implement harm reduction strategies
- Clearly demonstrate an advanced understanding of the Housing First model as an effective response to preventing and reducing homelessness
- 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, mental health, psycho/social/physical, educational, emotional and/or environmental concerns in a social service setting
- Understanding of community agencies and a cross section of service providers;

- Knowledge of services to support this population and an ability to provide participant advocacy and proactive participant planning with other system elements
- Knowledge of leisure and recreation resources available including low cost-no cost ways of becoming part of a neighbourhood
- Experience with ongoing evaluation of complex case management or treatment plans, engaging with the participant and other resources in adjusting the plan, as appropriate
- Experience with conflict resolution practices including "in the moment" problem solving and intervention.
- Training and experience using Service Prioritization Decision Assistance Tool (SPDAT) is preferred
- Experience working in community outreach is an asset

**Working Conditions:**

- Use of personal vehicle and public transportation with participants
- Possibility of working alone
- Working in a variety of locations, participant's homes, community locations and agencies
- May be required to assist participants with moving into homes
- Regular exposure dogs, cats and other household pets
- Possible exposure to second hand smoke
- Exposure to emotionally strenuous situations
- Regular travel required within the City of London
- Working with individuals who have a history of trauma and homelessness and the potential to be aggressive
- May be exposed to infectious and communicable diseases
- Manual dexterity required to use desktop computer and peripherals
- Overtime as required
- Moderate physical activity including walking, standing, sitting, lifting

**PLEASE SUBMIT RESUME, AND COVER LETTER IN CONFIDENCE BY**

**June 19, 2018 at 4:30 pm to:**

ADSTV

Attn: Human Resources – **Moderate Case Management Worker SLWAR**

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

or

[employment@adstv.on.ca](mailto:employment@adstv.on.ca)

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

**\*\*\*\*\*Only female applicants will be considered due to a bona fide occupational requirement of this position and program\*\*\*\*\***



**Street Level Women at Risk encourages applications from Aboriginal women, persons with disabilities and members of visible minorities**

**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.***