



JOB POSTING
Community Services
Willow's Place
Intensive Case Manager
Full-Time Permanent
Salary-\$39,228.38-44,786.98 per year
Posting No. MS0085

POSITION SUMMARY:

The Intensive Case Manager will work as part of the Willow's Place team to provide practical support and advocacy to women-identified individuals who experience housing insecurities. The Intensive Case Manager will work from client-centered, trauma-informed, harm reduction and anti-oppressive perspectives. The Intensive Case Manager will provide ongoing support to individuals who are transitioning to safe and appropriate housing. The Intensive Case Manager will engage regularly with the women-identified individuals they support in the community to provide the necessary support to achieve program and participant-identified goals.

KEY RESPONSIBILITIES:

- Actively engage with women-identified individuals accessing Willow's Place. This may include providing individual advocacy, connecting with community supports, and completing any necessary assessments such as ViSpdats and other housing applications.
- Utilize the principles of case management when conducting assessments and referrals to address service user needs.
- Collect and assess information to determine a service user's eligibility for emergency shelter, and other shelter and housing related services.
- Support service users in creating short and long-term goals. This may involve safety planning, risk management, applications for housing, securing financial assistance, assistance in acquiring IDs, affidavits and income support documents, and providing harm reduction strategies and supplies.
- When needed, refer to, and work in partnership with, the Financial Management Program to put together a financial plan to meet service-user identified needs. This can include direct payment of current bills, budgeting personal expenses, and dispersing of any gift cards or monies/checks on a weekly basis.
- Keep systematic records, files and relevant statistics associated with the program; databases that will be utilized may include HIFIS and Business Vision.
- Respond to crisis situations involving service users by assessing the situation and implementing appropriate solutions to ensure service user safety.
- Participate in Willow's team meetings and case conferencing to discuss program issues, to review service user needs, to discuss case plans where releases have been acquired.

- Work with, and provide direction to, volunteers and students, providing support and instruction to ensure policies and procedures are followed.
- Adhere to a strict policy of confidentiality
- Ensure Mission Service's workplace Health & Safety policies and procedures are followed at all times
- Uphold the organization's mission, vision and values
- Other duties as required to ensure the continuation of service to participants in the space

QUALIFICATIONS:

- Successful candidates will hold, at minimum, a post-secondary degree or diploma in social work or social service worker or a related field
- Minimum 1-2 years of work experience in any of the following fields: addictions, mental health, concurrent disorders, counselling or other social services supporting vulnerable women-identified individuals
- Demonstrated knowledge of case management and how to assist service users in successful system navigation
- Maintain a high level of familiarity with legislation, community services, resources, programs, policies and procedures, and issues affecting or related to the population serviced within Willow's Place
- Demonstrated understating and working experience in gender-based violence, mental health, addictions, poverty and homelessness
- Excellent documentation skills
- Experience providing person-centred, trauma-informed, anti-racist anti-oppressive informed services and supports to individuals with diverse experiences and identities
- Ability to deal with confidential information and excellent interpersonal and diplomacy skills
- Ability to work under pressure and in crisis situations
- Evidence as a highly motivated team player, with proven ability to take initiative and be self-directed
- Demonstrated ability to form helping relationships based on trust and empowerment
- Fluency in French is an asset

HOURS OF WORK:

- 37.5 hours per week
- Ability to work a flexible schedule of day, evening and weekend shifts in order to support staffing and program needs

REQUIREMENTS:

- Police Vulnerable Sector Check
- Two-Step Tuberculosis Skin Test

- Proof of COVID-19 vaccination, or willingness to register to receive this vaccination as soon as possible

To apply for this position, please send your cover letter and resume by 5:00PM July 22, 2021

to:

Director of Human Resources

Mission Services of Hamilton

P.O. Box 368, Hamilton, ON L8L 7W2 or email to HR@mission-services.com

At Mission Services of Hamilton, we value diversity in our employees and we work from an anti-racism/anti-oppression framework and strive for equity and inclusion.

We strive to foster an organization that reflects the diversity of the community we serve and welcome applications from all qualified candidates. We encourage applications from individuals from underserved and underrepresented cultural and racial communities, from First Nations Inuit and Metis communities, Two-Spirit, LGBTQIA+ communities, and people living with disabilities

Mission Services is also committed to developing an inclusive, barrier-free selection process and work environment. We thank all applicants, however, only those candidates selected for an interview will be contacted. If contacted, please advise us if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.