

External Job Posting

Position Title: Case Manager, Welcoming Streets

Employment Status: Temporary Contract ending March 31, 2023

Hours of Work Schedule: 35 hours/week (1 FTE) [days/evenings and weekends may be required]

Salary Range: Annualized salary is commensurate on skills and experience, within the range of \$48,242 and \$58,191, plus optional participation in HOOPP.

Position Reports To: Manager, Health Promotion & Community Development Services

Director: Director, Health Promotion & Community Development Services

Location: 115 Grassmere Ave., Oshawa; this position requires travel to provide services in the community and at all Carea sites (Oshawa, Clarington, Whitby, Ajax and Pickering)

Organization – Quick Overview

Carea Community Health Centre (Carea) is a registered, charitable organization providing a wide range of free services and programs to community members across Durham Region.

We are an interprofessional group of staff that include team members such as physicians, specialists, healthcare staff, mental health professionals, program and support staff. Our expert team provides a wide range of healthcare, mental health, and social services that are inclusive, equitable and accessible to all. Carea's comprehensive services address the complex picture of human health. This means we consider the social, emotional, economic, health and developmental circumstances an individual is experiencing when accessing services. We partner with clients to improve their own health and wellness.

We strive to be accessible to community members who face barriers such as culture, gender, age, geographic isolation, homelessness, language, physical and/or cognitive disabilities, poverty, sexual identity, and race.

Position Overview

The **Case Manager, Welcoming Streets** is responsible for the provision of individualized case management using the Housing First Model and outreach principles. The successful candidate will contribute to Durham Region's Street Outreach Strategy.

Additionally, the Case Manager, Welcoming Streets will collaborate within an interdisciplinary team of health professionals across the community network that influence the health environment targeted to clients, as well as within the Agency's team structure, in support of goals that align with and achieve the Agency's strategy, Mission, Vision and Values.

This program supports vulnerable individuals in Durham Region. Unsheltered individuals are often struggling with complex issues, such as poverty, mental health and addiction, homelessness, and who are disengaged from the health and social service system.

Key Responsibilities:

Outreach Services

1. Deliver outreach services, including support, education, and referrals in a variety of venues frequented by at-risk individuals across the region, including parks, streets, businesses, libraries, and community agencies.
2. Able to deliver mediation and conflict resolution techniques.
3. Act as an advocate by aiding in accessing food, housing, and financial assistance resources, as well as addictions and mental health supports.
4. Assist in the development, implementation, and evaluation of the program
5. Identifies and connects at-risk individuals and families who are homeless or at risk of homelessness with housing supports.
6. Provides outreach services that engage people by assessing client's needs while using the meeting people where they are at approach.
7. Promotes partnerships with local service providers to ensure optimal service delivery to clients
8. Builds and maintains a network of positive working relationships with other community service providers, professionals, community groups, and landlords, to coordinate program delivery and to ensure effective referrals and a continuum of care.
9. Represents the program and Carea in external meetings and committees
10. Provides the necessary resources and supports to stabilize clients housing and enhance housing retention.
11. Develops and coordinates client service plans which include the provision of tools and supports to sustain their housing and prevent homelessness.
12. Provides follow-up supports to ensure individuals have effectively transitioned to housing and receive related health and social service programs and services.
13. Provides referral information/supports (e.g., legal advocacy, housing options and supports, social services etc.).
14. Attends and participates in staff meetings, team workshops, agency trainings and professional development sessions and activities.

Administration, Quality Improvement and Reporting

1. Document with Carea's EMR and HIFIS (The Homeless Individuals and Families Information System (HIFIS)).
2. Complete Incident Reports as required.
3. Follow policies and standards regarding confidentiality and documentation.
4. Ensure all necessary reports are completed accurately and in a timely manner.
5. Attend relevant team meetings and planning activities.
6. Participate in quality improvement and evaluation activities.
7. Work with the health and safety guidelines provided by the agency, which includes annual mandatory training requirements.

Other duties within scope of this position include:

- Assists, as assigned, in the orientation, training and mentoring of new staff on the team.
- Consults regularly with local agencies or community resources concerning resource development and program planning which is pertinent to the population served.
- Adheres to and applies organization-wide policies and practices in support of organizational health and performances.
- Adheres to and applies established compliance measures within legislative requirements and equity principles (e.g., AODA, Human Rights Code, and Ontario Employment Standards).
- Champions and supports Employee Engagement efforts and initiatives.
- Ensures scope of duties/accountabilities adheres to established Health & Safety program, policies and procedures.
- Other duties as assigned by the manager and the director.

Key Qualifications

- Post secondary degree in Social Work, Psychology, Social Sciences, or equivalent is required. A diploma in Social Service Work (SSW) or related field of study with combined work experience will be considered.
- Graduate certificate in Addictions and Mental Health is an asset.
- At least two (2) years of experience in working in a community setting, specifically with street involved populations is required.
- Demonstrated ability to work with marginalized and culturally diverse populations, including those with chemical dependency, mental illness, and HIV positive.
- Screening, intake, assessment, and crisis intervention skills.
- Thorough knowledge and experience of assigned client population, relevant program/services, harm reduction, health education and peer support models.
- Strong knowledge of issues affecting marginalized communities and relevant vulnerable sector clients.
- Experience working with diverse agencies and working successfully in partnership with these agencies.
- Working knowledge of the local health and social service sector, government programs and current legislation that may affect clients.
- Demonstrated ability to work under pressure, to anticipate potential problems/conflicts and take appropriate actions and to meet deadlines.
- Excellent interpersonal, presentation, and communication skills.
- Demonstrated ability to work independently and as a team member within an evolving role in a multi-disciplinary environment.
- Excellent advocacy and negotiation skills.
- Strong commitment to health promotion, community development and adult education.
- Excellent knowledge of MS computer applications and other office related software.
- Must be able to work in a variety of social and physical settings.
- Available to work some evening shifts.
- Valid driver's license is required.

Working Conditions – Physical/Sensory/ Mental Demands Analysis:

- Required to travel regularly within Durham Region using own vehicle.
- May experience stress due to regular interaction with clients in crisis.
- May be exposed to illness and unsanitary conditions in which established H&S protocols must be adhered to at all times.
- May be in contact with individuals and families in crisis as a result of mental health issues, substance use and/or not attentive to personal health and safety for themselves.
- Regular interaction and collaborative work with cross-disciplinary colleagues and community care partners.
- Must monitor their own time and stress levels to ensure that they are able to effectively assist clients.
- Must be able to work in a variety of social and physical settings including walking on uneven surfaces and through inclement weather.

Full vaccination against COVID-19 is mandatory for this position (Carea CHC will however adhere to its duty to accommodate those who are unable to be fully vaccinated for a reason related to a human right protected ground).

Application Process:

- 1) If you are interested in being considered for this position, please submit a cover letter and resume outlining your qualifications and expectations by email to recruiting@careachc.ca. This position will remain posted until filled.
- 2) While we thank all applicants for their interest in applying, only those qualified and considered for an interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration.
- 3) All applicants are encouraged to provide a valid email address for communication purposes. Applicants may receive written correspondence regarding this job posting directly to the email address provided on their resume. As an applicant, it is your responsibility to ensure that you check your email regularly.
- 4) All positions are subject to the successful completion of the following pre-employment conditions for all external hires: Reference Checks; and Criminal Background checks (including Vulnerable Sector Screening).

Carea Community Health Centre is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the provisions of the Ontario Human Rights Code, and any other applicable legislation. Accessibility: If you have accessibility needs and require alternate formats or other accommodations, please contact Human Resources at 905-723-0036, or by email to recruiting@careachc.ca. **Carea Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**