

Job Posting

Position Title: Case Manager, Welcoming Streets

Employment Status: Contract Full-time (ending March 31, 2024, with possibility of an extension)

Job Posting Deadline for Internal Candidates: **September 1, 2023**, at 5:00pm

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

Salary Range: Annualized salary range \$49,206 – \$59,355, commensurate on skills and experience, plus participation in HOOPP

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

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

Organization

Durham Community Health Centre (DCHC) is a registered, charitable organization that provides integrated, accessible, and equitable community-based primary care, wellness services, and health education to Durham community members who face multiple barriers to their health and well-being.

DCHC also provides equity-based programs and services that focus on priority populations such as Indigenous, Black, the 2SLGBTQI Community, Newcomers to Canada, Seniors, and Unattached patients (i.e., those without a family doctor), to name a few. DCHC ensures Durham community members receive not only sick care, but preventive care as well.

At DCHC, we are a team-based interprofessional group of staff including physicians, nurse practitioners, nurses, counselors, dietitians, outreach workers, medical secretaries, and other administrative staff. We always place every client at the centre of our approach to care, based on their needs. We address these needs through integrated clinical and wellness care and health education.

It's an exciting time to be joining DCHC, while we are embarking on an energizing path with a focus on making our biggest impact yet on local health care by diversifying, expanding, and leveraging our Strategic Plan, Theory of Change, Brand, Client Stories and Resources.

DCHC's 2023 – 2026 Strategic Goals

- Drive Program and Service Integration and Client Experience Across All that DCHC Does
- Evolve Program Offerings to Improve Health Equity and Meet the Needs of DCHC's Priority Populations
- Establish DCHC as a System Advocate and Champion for Equity
- Enhance DCHC's Brand and Awareness Across Durham Region
- Become an Employer of Choice with a Focus on Recruitment, Retention, and Development

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

- 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.
- Able to deliver mediation and conflict resolution techniques.
- Act as an advocate by aiding in accessing food, housing, and financial assistance resources, as well as addictions and mental health supports.
- Assist in the development, implementation, and evaluation of the program
- Identifies and connects at-risk individuals and families who are homeless or at risk of homelessness with housing supports.
- Provides outreach services that engage people by assessing client's needs while using the meeting people where they are at approach.
- Promotes partnerships with local service providers to ensure optimal service delivery to clients
- 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.
- Represents the program and DCHC in external meetings and committees
- Provides the necessary resources and supports to stabilize clients housing and enhance housing retention.
- Develops and coordinates client service plans which include the provision of tools and supports to sustain their housing and prevent homelessness.
- Provides follow-up supports to ensure individuals have effectively transitioned to housing and receive related health and social service programs and services.
- Provides referral information/supports (e.g., legal advocacy, housing options and supports, social services etc.).
- Attends and participates in staff meetings, team workshops, agency trainings and professional development sessions and activities.

Administration, Quality Improvement and Reporting

- Document with DCHC's EMR and HIFIS (The Homeless Individuals and Families Information System (HIFIS)).
- Complete Incident Reports as required.
- Follow policies and standards regarding confidentiality and documentation.
- Ensure all necessary reports are completed accurately and in a timely manner.
- Attend relevant team meetings and planning activities.
- Participate in quality improvement and evaluation activities.
- 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 (Durham 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:

- 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@durhamchc.ca. This position will remain posted until filled.
- 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.
- 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.
- 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).

Durham 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@durhamchc.ca. **Durham Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**