

# REST Case Manager Online Ad

\*\*2 positions available, Preference will be given to 2SLGBTQIA+ identifying candidates  
Hours will be Monday to Friday 1:00pm-9:00pm, with some required weekends\*\*

**TITLE:** REST CASE MANAGER – FOCUS ON 2SLGBTQIA+ COMMUNITY

**DEPARTMENT:** HOUSING

**PROGRAM:** TRANSITIONAL HOUSING

**REPORTING TO:** REST TEAM LEAD AND THE DIRECTOR OF HOUSING

**HOURS:** FULL-TIME, 37.5 HOURS WEEKLY

**SCHEDULE:** HOURS MONDAY – FRIDAY, 1:00PM – 9:00 PM, SOME WEEKENDS WILL BE REQUIRED

**HOURLY WAGE:** STARTING AS \$21.20 PER HOUR, DEPENDENT ON QUALIFICATIONS AND EXPERIENCE

## ABOUT RAY

**Mission:** To provide youth with what they need, on their terms, to better their lives.

**Vision:** RaY's vision is that all youth have the opportunity to live a healthy and secure life; that they are given the chance to develop a belief in themselves through tools, information and programs that build personal capacity in order to be self-sufficient and no longer need RaY's services.

## ABOUT THE ROLE

### **RaY Emergency Shelter and Transition (REST) Program:**

The REST program provides safe, adequate housing for street-entrenched youth attempting to transition off the street and into independent living. Youth in the program are provided the opportunity to stabilize themselves and focus on achieving their short-term goals which will lead to successful, long-term tenancy.

### **Purpose of the Position:**

Reporting to the REST Team Lead and Housing Manager, the REST Case Manager will have a strong focus on the 2SLGBTQAI+ community and will utilize their network and experience to support youth transitioning from street life and into the program, eventually assisting them with the transition into their own independent living. The REST Case Manager will create and facilitate programming and activities, facilitate Life Maps and goal setting with youth, organize and teach workshops to participants, provide resources, and acts as an overall mentor to youth. The REST Case Manager is responsible for assisting with and maintaining program statistics.

## EDUCATION AND EXPERIENCE:

- Experience working within the not-for-profit sector
- Women and Gender based studies, Child and Youth Care Diploma or University degree in a related field, or acceptable equivalent and related experience
- Preferred certification: Level C-CPR, NVCI, ASIST, Stages of Change/Motivational Interviewing
- Minimum of 3 years of experience working in a similar role
- Valid driver's license
- Criminal Record Check, Child Abuse Check and Driver's Abstract
- Proficiency in MS Office, Google Products and general comfort with technology

## SKILLS AND ABILITIES

### REQUIRED ASSETS:

- Demonstrated knowledge and/or experience working with or as a member of the 2SLGBTQIA+ community
- Demonstrated commitment to *Here and Now: The Winnipeg Plan to End Youth Homelessness*
- Creative problem solving and strong advocacy skills
- Experience working with vulnerable youth or other at-risk populations
- Strong working knowledge of harm reduction principles
- Responsible, organized, and detail oriented
- Excellent interpersonal, communication and written skills
- Cultural competency knowledge, experience, and awareness
- Capacity to build and maintain strong relationship with partner agencies and service providers
- Ability to function independently while also working as part of a frontline team
- Ability to multitask and prioritize in a fast-paced environment with minimal supervision
- Must have a familiarity of resources that are available to youth in Winnipeg; specifically housing and 2SLGBTQIA.
- Must possess knowledge of street life in the inner-city including gang activity, substance use, and sexual exploitation.

### DESIRED ASSETS:

- Working knowledge of the Province of Manitoba Residential Tenancies and Child and Family Services Acts

## KEY RESPONSIBILITIES

The responsibilities of the REST Case Manager include, but are not limited to the following:

### CASE MANAGEMENT

- Build trusting relationships with homeless and marginalized youth and young adults with an emphasis on the 2SLGBTQIA+ community who access services and resources through RaY
- Create a safe and inclusive environment for 2SLGBTQIA+ participants
- Connect youth to necessary and relevant resources, accessed through referral and direct provision
- Act as a liaison and provide referrals to other necessary services, both internally and externally
- Facilitate home visits and transition planning
- Act as an advocate in a variety of systems including EIA and housing supports/services
- Support participants in attaining housing stability through eviction prevention and life skills development which may also include brief crisis interventions.
- Impart information and direction that will empower youth and young adults to make informed and healthy decisions in the hopes of improving their quality of life
- Work in cooperation with RaY's integrated service team and determine effective collaborative strategies that formulate best youth care practices
- Refer youth to culturally relevant community services

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## YOUTH CARE

- Maintain a keen awareness of internal and external resources and develop partnerships, such as cultural and 2SLGBTQIA services in Winnipeg, connect with them to provide resources and workshops
- Participate in drop-in services at various RaY locations
- Develop and facilitate programming for participants by creating regular activities and a ongoing calendar
- Hold regular support groups and meetings for the 2SLGBTQIA+ identifying participants
- Build trusting relationships with participants in a non-judgmental and non- threatening way, in alignment with RaY values and principles.
- Impart information and direction that will empower participants to make informed decisions in the hopes of improving their quality of life.
- Advocate on behalf of participants on a case-by-case basis with various “Systems” i.e., Child and Family Services, EIA, Legal Aid, Health, Addictions, Justice etc.
- Effectively engage in conflict resolution, systems navigation and problem solving.
- Provide opportunities for youth to participate in cultural activities and ceremonies with the guidance of agency supports and external resources

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## ADMINISTRATIVE SUPPORT

- Ensure that all statistics are completed and entered into the RaY database in a timely manner
- Maintain quality up-to date documentation on all interactions with participants
- Ensure that all data collected is entered and reported in a timely manner to REST Team Lead (monthly)
- Educate RaY staff on updated resources within the community and Winnipeg
- Attend team meetings and contribute to the overall agency goals and planning (daily)
- Assist the housing team with day-to-day case reviews and contribute to the lens of reducing harm in establishing preventative measures
- Assist the Housing team in orientations, planning, reviewing work and managing caseloads, including the closure and transfer of cases
- Support the strategic direction of agency vision and goals through active engagement, leadership and aid the on-going initiatives that support an end to youth homelessness

**Perform other tasks as assigned.**

## PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Physical demands: sitting, walking, some lifting of items up to 20 lbs
- Other duties include picking up and delivering furniture donations and heavy donation boxes with a cube van (only class 5 license required).
- Work environment: an environment of high-stress and fast-paced crisis intervention. Will work in multiple locations including RaY’s 125 Sherbrook and 195 Young Street offices and will require home visits and transportation of participants within city limits.

*RaY is committed to representing diversity among our staff and volunteers. Indigenous peoples, visible minorities, persons with disabilities, persons of minority sexual orientations and gender identities are encouraged to apply and self-identify.*

Please email your resume and cover letter detailing the position title in the subject line and email your attachments to [employment@rayinc.ca](mailto:employment@rayinc.ca) with attention to Employment at RaY. No phone calls please.