

Transitional Housing Case Manager Online Ad

TITLE: REST/REACH CASE MANAGER

DEPARTMENT: HOUSING

PROGRAM: TRANSITIONAL HOUSING

REPORTING TO: TRANSITIONAL HOUSING MANAGER AND THE DIRECTOR OF HOUSING

HOURS: FULL-TIME, 37.5 HOURS WEEKLY

SCHEDULE: STANDARD HOURS MONDAY – FRIDAY, 9:00 AM – 5:00 PM, SOME EVENINGS AND WEEKENDS **WILL BE REQUIRED**

HOURLY WAGE: STARTING AS \$22.20 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

REST Program:

The REST program provides safe, adequate housing for vulnerable youth attempting to learn the life skills necessary for successful independent living. Youth in the program are given the opportunity to stabilize and focus on achieving their short-term goals, leading to successful, long-term tenancy.

This position is specifically attached to a pilot program called **REACH (RaY Emerging Artist Community Housing)**. In partnership with Fete Jockey, the Reach program aims to facilitate the development of an artistic community through professional artist workshops in a multitude of mediums. Outings to community arts agencies, galleries etc. will assist youth in integrating into the larger Winnipeg Arts Community. Workshops will also include the skill building necessary to grow as an artist, such as grant writing, budgeting, and liaising with other artists.

Purpose of the Position:

The Case Manager will utilize their networks and experience to support youth in the program, eventually assisting them with the transition into their own independent living.

Using a Housing First model, the Case Manager performs daily home visits to youth in the program, facilitates Life Maps and goal setting with youth, teaches Life Skills workshops with other RaY staff, advocates on behalf of the youth on a case-by-case basis with a variety of systems, and acts as an overall mentor to youth. The Case Manager is responsible for assisting with and maintaining program statistics and filing monthly and annual reports in cooperation with the Transitional Housing Manager.

EDUCATION AND EXPERIENCE:

- Experience working within the not-for-profit sector
- Experience developing your own art practice and/or working in an arts agency

- 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:

- Passion for art making and arts programming
- Demonstrated commitment to and understanding of the Housing First Model and Philosophies
- 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 skills, 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 social services and arts related programs
- 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:

1. CASE MANAGEMENT

- Build trusting relationships with homeless and marginalized youth and young adults who access services and resources through RaY
- Connect youth to necessary and relevant resources, accessed through referral and direct provision
- Act as a liaison for participants 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 services

2. ADMINISTRATIVE SUPPORT

- Ensure that all service 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
- 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, and lifting up to 20 lbs
- Work environment: an environment of high-stress and fast-paced crisis intervention.

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 with attention to Employment at RaY. No phone calls please.