

Title: Housing First Case Manager

Department: Housing

Program: Housing

Reporting to: Rapid Rehousing Manager

Hours: Full-time, 37.5 hours weekly

Schedule: Standard hours Monday – Friday, 9:00 am – 5:00 pm, some evenings and weekends may be required

Hourly wage: Starting at \$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

The HF Case Manager in the Housing Department at RAY, Inc. will be responsible for providing case management support to a caseload of 14-20 chronically and episodically homeless youth (up to 29 years old). Working from a Housing First model, the HF Case Manager's objectives are:

- Provide 14-20 chronically or episodically homeless youth with access to permanent housing through Intensive Case Management
- Provide support services to improve the self-sufficiency of 20 chronically and episodically homeless youth through individualized services

RaY is a fast-paced environment which depends on reliable, open-minded, flexible and team oriented individuals to provide youth with what they need, on their terms, to better their lives.

Education and Experience:

- Post-secondary education in community development, human services or social services (BA/BSW/B.Ed or equivalent preferred)
- Preferred certification: Level C-CPR, NVCI, ASIST, Stages of Change/Motivational Interviewing
- Minimum of 3-5 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 and general comfort with technology

SKILLS AND ABILITIES

Required Assets:

- Demonstrated commitment to the Housing First Model and Philosophy
- 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 skills, knowledge, experience, and awareness
- Capacity to build and maintain strong relationship with partner agencies, service providers and landlords
- 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 social services.
- 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 Act

KEY RESPONSIBILITIES

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

1. Case Management and Coordination

- 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 the primary liaison for participants between the Housing Department and the Level Up! Education and Training program
- Act as an advocate in a variety of systems including EIA and housing supports/services
- Find housing in accordance to the needs of participants, either in the public or private market, may include emergency housing and transitional housing.
- Assess participant needs to determine eligibility for access to the Rapid Rehousing rent bank/ housing fund
- Support participants in attaining housing stability through eviction prevention and life skills development which may also include brief crisis interventions.
- Coordinate with landlords and caretakers to obtain and maintain housing
- 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 as provided through the Cultural Program Manager, Knowledge Keeper and/or external Indigenous service providers
- Assist housing team with monitoring and recording participant progress at 3 months and 6 months after participants have secured housing
- Assist other members of the housing team with case management follow-ups by conducting case planning and assessment meetings with the Level Up! and Housing team
- Assist REST Case Coordinator and Rapid Rehousing team in conducting visits in the participants' homes, community agencies and other settings as needed

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 to Director of Housing (monthly)
- Attend administrative meetings and contribute to the overall agency goals and planning (daily)
- Assist the Rapid Re-Housing team with day to day case reviews and contribute to the lens of reducing harm in establishing preventative measures
- Assist the Housing department team in intakes, 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

Youth Care

- To have a keen awareness of internal and external resources, such as government systems and mechanisms experienced for participants and an ability to establish interim resources where gaps exist.
- The ability to build trusting relationships with participants in a non-judgmental and non-threatening basis, in alignment with RaY values and principles.
- To impart information and direction that will empower participants to make informed decisions in the hopes of improving their quality of life.
- To advocate on behalf of participants on a case by case basis with various “Systems” i.e. Child and Family Services, Employment and Income Assistance, Legal Aid, Health, Addictions, Justice etc.
- To effectively engage in conflict resolution, systems navigation and problem solving.
- Responsible for leading overall youth care environment in the agency.
- Provide opportunities for youth to participate in cultural activities and ceremonies with the guidance of agency supports and external resources

Perform other tasks as assigned

Physical DEMANDS and Work Environment:

- Physical demands: sitting, walking, some lifting up to 20 lbs
- Work environment: an environment of high-stress and fast-paced crisis intervention. Will be largely in the office but may 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.

Job Types: Full-time, Fixed term contract

Contract length: 12 months

Pay: From \$22.50 per hour

Benefits:

- Casual dress
- Dental care
- Extended health care
- Life insurance
- Paid time off

Schedule:

- 8 hour shift

Education:

- Bachelor's Degree (preferred)

Experience:

- Housing First program: 2 years (preferred)
- Case management: 2 years (preferred)

Licence/Certification:

- Driving Licence (required)

Work Location: In person