

Job description

Rapid Rehousing Case Manager

Title: Rapid Rehousing Case Manager

Department: Housing

Program: Housing

Reporting to: Rapid Rehousing Team Lead 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 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 Rapid Rehousing Case Manager position at RaY serves youth who are homeless or at imminent risk of homelessness. The Rapid Rehousing Case Manager will be responsible for assisting the Rapid Rehousing Team Lead in connecting with participants that require housing support to navigate the private market. Eviction prevention through advocacy with systems such as EIA and with landlords is a significant part of this position. 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:

- Experience working within the not-for-profit sector
- Child and Youth Care Diploma or acceptable equivalent and related experience
- 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, Google Products 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 with 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 Rapid Rehousing Case Manager include, but are not limited to the following:

1. Case Management and Support

- 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 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
- Conduct home visits in the participants' homes, community agencies and other settings as needed

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 to the HOM Team Lead, attend administrative meetings and contribute to the overall agency goals and planning (daily)
- 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 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.

Job Types: Full-time, Fixed term contract

Contract length: 12 months

Pay: From \$21.20 per hour

Benefits:

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

Schedule:

- 8 hour shift

Education:

- DCS / DEC (preferred)

Experience:

- Case Management: 2 years (preferred)
- Rapid Rehousing/Housing First: 1 year (preferred)

Licence/Certification:

- Driver's License (preferred)