



**Employment Opportunity**  
**Internal/External**  
**Case Manager, Housing First**  
**Full time, Indeterminate**

**Role Summary**

The Case Manager, Housing First (CMHF) provides cultural support in tandem with the Housing First Cultural Support Worker (HFCSW), providing direct support to individuals or families that have been housed and works with the HFCSW and the client to create an individualized service plan that will help them achieve housing and life stability.

The CMHF serves clients who are at different stages of housing stability:

- individuals who are newly housed (approximately 3 months or less),
- individuals who have been housed approximately 4-9 months, and
- individuals who have been housed more than 9 months.

The goal of the program is to house people, and then support them. The evidence is clear that people achieve better long-term housing outcomes and achieve a more positive quality of life when this is the sequence of service. Once housed, individuals may benefit from life skills training, budgeting classes, skills upgrading, addiction treatment, and cultural practices that meet the individual's needs.

**Responsibilities**

- Delivers effective services safely and respectfully while maintaining professional rapport with clients, peers, and other community service providers
- Adheres to the Housing First Model, working with service users to achieve greater independence
- Advocates for the client in all aspects of culture (physical, mental, spiritual and social)
- Completes a safety plan and risk minimization plan to appropriately support clients in the community
- Prepares client assessment reviews
- Provides referrals to appropriate internal and external service providers
- Balances the needs of caseload depending on acuity, length of time in the program, state of housing stability, etc.
- Reviews and evaluates client progress on an ongoing basis and adjusts case plans in consultation with the Manager, Housing Services
- Inputs all client data, including SPDAT for full client cycle and/or discharge
- Organizes and maintains client case files in accordance with TI's protocols
- Performs other duties as assigned and related to the position

**Education and Experience**

- Minimum college diploma in human services, social work or similar education or an equivalent combination of education and work experience
- Minimum 3 years' experience delivering urban housing services to Inuit preferred

### **Knowledge, Skills and Abilities**

- Ability to function effectively in a busy environment and in stressful situations
- Some evening and weekend work will be required
- Availability to handle crisis on-call situations outside of regular business hours on a rotational basis
- Ability to work independently with a strong sense of focus. Is task oriented, non-judging, and maintains a clear sense of client-service provider boundaries
- Commitment to a client-centered approach when working with Inuit
- Familiarity with the socio-economic landscape as it pertains to Inuit
- Knowledge of Inuit culture, values, IQ and traditional practices
- Fluency in English is required. Inuktitut language skills are a definite asset
- Knowledge of the Aboriginal and non-Aboriginal housing support and service system of Ottawa
- First aid and CPR; non-violent crisis intervention training
- Motivated and able to work independently
- Outstanding organizational skills
- Excellent interpersonal and communication skills
- Valid Driver's license and own reliable vehicle are definite assets
- Intermediate level computer (MS Office, email, Internet) and literacy skills

### **Additional Requirements**

- Maintaining up-to-date professional skills and knowledge through formal and informal training
- Acting as an ambassador for TI within and outside the organization by creating an awareness of TI's programs and services
- Maintaining awareness of, and compliance with, TI policies and procedures
- Contributing to the organization's work through collaborative team work and participating in meetings and committees as required
- At all times, working in a manner that preserves confidentiality and seeks to minimize risks for clients, employees and the organization

### **Working Conditions**

- Portions of the work day are spent in a comfortable office environment in a community center setting.
- This is a mobile position; home visits are a mandatory requirement of the program.

**To apply:** Please submit your resume and cover letter to [careers@tungasuvvingatinuit.ca](mailto:careers@tungasuvvingatinuit.ca), attention Hiring Committee, Tungasuvvingat Inuit.

**Application Deadline:** April 20, 2017

**Note:** Preference in hiring will be given to qualified Inuit candidates, applicants are encouraged to self-identify. The successful candidate must be able to obtain a police records check (working with the vulnerable sector) with results acceptable to TI as a mandatory condition of employment.

We thank all interested candidates in advance, but unfortunately, we are only able to respond to those selected for an interview.

Accommodations for applicants with disabilities is available upon request