



**Career Opportunity
Internal/External
Housing Support Case Manager (Housing First)
(Full-time, Term ending March 31, 2020)**

Tungasuvvingat Inuit's (TI) purpose is to empower and enhance the lives of Inuit. Since 1987, TI has been operating in Ottawa as a community-based counselling and resource centre.

Role Summary

The incumbent provides direct support to individuals or families that are homeless or at risk of becoming homeless, working with the client to create an individualized service plan that will help them achieve housing and life stability.

The incumbent serves clients who are in crisis and/or are at imminent risk of housing loss.

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
- Conducts client assessments, including SPDAT
- Provides referrals to appropriate internal and external service providers
- Liaise and advocate with other agencies to forge partnerships and to assist clients with financial, legal, housing, child welfare and medical supports
- Provides crisis intervention and practical assistance
- Assists clients to obtain identification papers, medical coverage and non-insured health benefits
- Provides life skills training including community kitchen, budgeting and skills upgrading and additional training as determined by client's needs
- Inputs all client data and tracks statistical data as prescribed by the funder
- Organizes and maintains client case files in accordance with TI's protocols
- Assists with the operation of TI's food bank services
- 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, Inuit Qaujimajatuqangit 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.

Deadline for applications is December 12, 2017

To apply, please submit your resume and cover letter to careers@tungasuvvingatinuit.ca

Preference in hiring will be given to qualified Inuit candidates, applicants are encouraged to self-identify. The applicant hired for this position will be required to obtain a vulnerable sector police records check with results acceptable to TI. 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.