



Tungasuvvingat Inuit

Career Opportunity Internal/External Case Manager, Housing Support (Full-time, indeterminate)

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 Case Manager, Housing Support (CMHS) provides direct support to households (individuals or families) that have been housed and works with them to create an individualized service plan that will help them achieve housing and life stability. The CMHS 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
- Prepares and participates in client assessment reviews with the Manager
- 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, conflict resolution, suicide intervention and assistance in family violence situations
- Assists clients to obtain identification papers, medical coverage and non-insured health benefits
- Provides life skills training including community kitchen, budgeting and skills upgrading
- 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
- Assists with related TI programs as required
- 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 may 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
- A positive attitude and healthy work life balance exemplifying Inuit Qaujimajatuqangit
- Fluency in Inuktitut and English is preferred
- 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
- Ontario driver's license is a strong asset
- 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

- The CMHS spends time in the office for crisis support, on-site programming and training and will attend meetings with clients outside of the office to provide advocacy and support as required.

Deadline for applications is July 25, 2018

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.