

# BLUEDOOR

**Title:** Case Manager, Family Hotel Program, Rent Assistance for Families Program  
**Job Status:** Full Time (40 hours, 10 am to 6 pm Sunday to Thursday or Tuesday to Saturday)  
**Job Region:** All Blue Door Locations (Family Hotel Program located in Vaughan)  
**Equipment:** Computer, telephone, fax machine, copier, calculator, Reliable Vehicle/Valid Driving License/Insurance.  
**Rate:** \$25.22 per hour

This position is Unionized.

Blue Door is a not-for-profit registered charitable agency governed by a volunteer Board of Directors. We have been an integral part of our community providing essential emergency shelter services since 1982. Blue Door's mission is to support people who are at risk of or experiencing homelessness to attain and retain affordable housing.

## Job Summary

Reporting to the Program Manager Family Hotel, Rent Assistance for Family Programs, the Case Manager, Family Hotel, Rent Assistance for Families Program is a social worker or equivalent, who provides supports to families accessing the Family Hotel Program to achieve rapid rehousing and community integration while working on a long-term plan to achieve housing stability in the community.

## Responsibilities

- Coordinate independent life skill case management sessions to promote independent living and progression into independent community living.
- Support clients to navigate community supports and services.
- Conduct goal planning and regular check-ins with families both at the hotel and in independent housing.
- Orient individuals to landlord and tenant rights.
- Support eventual permanent housing relocation.
- Enhanced support with maintaining safe housing.
- Support individuals with career planning, employment searches, and employment skill development.
- Improved and ongoing links with employment and health and/or medical resources.
- Provide individual supports to identify gaps in health and independent living skills including but not limited to landlord tenant negotiation, self-advocacy, and budgeting and life skills and providing referrals as necessary.
- Facilitate informal counselling to promote independence and building healthy partnerships for success.
- Facilitate food security.
- Supporting to improve financial security through various forms, including ODSP and other subsidies.
- Keeping up to date with new and current community-based programs and supports.
- Record keeping, preparing reports and report on monthly and quarterly statistics.
- Coordinate supports for families in partnership with the Leeder Place.

- Transporting clients within the community as required.
- Other duties as assigned.

### **Respect and Professionalism**

- Maintain professionalism in the workplace.
- Working cooperatively alongside and supporting all Blue Door team members and departments.
- Adherence to the mission, vision, policies and procedures of the agency.
- Able and willing to promote harm reduction practices in accordance with core standards.
- Attend internal staff meetings and staff training as required.
- Maintain the confidentiality of all client and agency information.
- Utilizes effective conflict resolution skills in accordance with (Crisis Prevention Intervention (CPI) training.
- Fosters positive and appropriate relationships with clients, colleagues, community partners and volunteers.
- Provides referrals and follow-up as necessary.
- Meets with manager on a regular basis and participates in completion of annual performance evaluation.

### **Occupational Health & Safety**

- All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others.
- All employees shall learn and understand health and safety policies and procedures and will comply with them.

### **Qualifications**

- Minimum Bachelor of Social Work Degree or equivalent. Combination of relevant education and experience.
- Knowledge of Landlord Tenant Act.
- Knowledge of Housing First Practices.
- Experience working with vulnerable populations.
- An understanding of homelessness, mental health and addiction issues.
- An ability to work independently and as an effective team member.
- Excellent verbal and written communication skills.
- Strong interpersonal skills with clients and colleagues and commitment to team approach.
- Understanding and delivery of anti-oppressive practices.
- Experience with harm reduction practices.
- Excellent organizational skills.
- Able to operate within a flexible work schedule.
- Must have a reliable vehicle, valid driving licence and appropriate insurance. Mileage is reimbursed.
- CPI, CPR and Vulnerable Screening Clearance (Police Check).