



Title: Case Manager, Family Hotel

Job Status: Full Time 40 hours

Job Region: All Blue Door Locations

Equipment: Computer, telephone, Reliable Vehicle/Valid Driving License/Insurance, Clear driver's abstract.

Salary: \$25.72 per hour

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 dependent life skill case management sessions to promote independent living and progression into independent community living.
- Support clients navigate community support 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 build 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 support.
- Record keeping, preparing reports and reports on monthly and quarterly statistics.
- Coordinate support for families in partnership with 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 license, Clear driver's abstract and appropriate insurance. Mileage is reimbursed.
- Valid First Aid/CPR, CPI, and Vulnerable Screening Clearance (Police Check).

We are always working towards continued improvements with the hope of creating and fostering a work culture where people want to be and see the impact of their work.

Blue Door is committed to the development of a staff and leadership team that reflects the incredible diversity of the communities we serve. We promote the principles of intersectional anti-racism and anti-oppression and adhere to the tenets of the Ontario Human Rights Code. We both

welcome and encourage applications from members of groups with historical and/or current barriers to access and equity, including Indigenous, Black and racialized people, members of 2SLGBTQIA+ communities, people with disabilities, and people with lived experience of homelessness. Blue Door is a unionized work environment.

In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and Blue Doors AODA Policy, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

All applications will be reviewed as received, and interviews will begin for qualified candidates as soon as possible. The position may be filled before this job posting ends. Only candidates selected for an interview will be contacted. Please submit a cover letter and resume to hr@bluedoor.ca