

## Start Me Up Niagara Housing Case Manager



### Job Description

<b>TYPE OF POSITION:</b>	Full- Time 35hours
<b>Schedule:</b>	Monday to Friday
<b>LENGTH OF TERM:</b>	6 months
<b>REPORTS TO:</b>	Housing Team Lead

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### About the Start Me Up Niagara:

At Start Me Up Niagara, we offer services and programs to support people facing significant challenges such as poverty, homelessness, unemployment, disabilities, addictions and mental health issues. Our goal is to provide opportunities for these individuals to help them increase their level of self-sufficiency and improve their quality of life. Our services range from daily drop in, community lunches, health care, income maximization, arts, garden, housing supports and employment development.

Together, we are working to build a community where all are included.

### Position summary

As a Housing Case Manager, you will help SMUN to meet its program objectives. This position has a variety of responsibilities.

The job description outline below is intended to be a guideline for the many tasks that this position entails and may be reasonably modified as program needs change.

### Key Responsibilities:

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- Work directly with individuals to retain housing and assists with managing housing subsidies, moving costs, housing set up and rapid rehousing when necessary
- Connecting individuals to community supports, including healthcare, mental health support, income maximization (taxes, benefits, and banking, etc.)
- Advocates for the mission of the organization and promotes the vision and direction of the agency's values
- Balances the needs of caseload based upon acuity, length of time in the program, state of housing stability, etc., supporting a set number of individuals at one time as set by Supervisor
- Delivers services with an anti-oppressive approach, safety, respect and effectiveness

- Follows all policies and procedures of the organization
- Completes safety plan and risk minimization plan to appropriately support residents in community, including home visits
- Maintains professional rapport with service user, peers, and other community service providers
- Practices fidelity to the Prevention and other related programs
- Provides referrals to appropriate other service providers within the agency and externally
- Advocates for the resident as needed
- Keep and submit, as required, accurate statistical information
- Manage client information and records in HIFIS as well as internally, as required
- Performs other duties as assigned

#### **Qualifications:**

- Post-secondary education or equivalent in social work or relevant field
- Several years of experience working with people who are experiencing homeless, under-housed and who are hard to house
- Knowledge of tenant population, diversity issues, anti-discrimination practices, and systemic reasons for homelessness
- Use of excellent organizational, time management, and communication skills, both verbally and in writing.
- Standard First Aid and CPR-C, with Certificates in Crisis Prevention and Intervention, would be an asset
- Experience working with individuals facing homelessness and providing case management services
- Familiarity with community services and agency protocols for referral
- Demonstrated ability to assess need for support or other resources;
- Demonstrated organizational skills
- Demonstrated computer skills
- Valid driver's license and access to a vehicle

#### **Apply**

Applicants are invited to email a cover letter and resume with the subject line "Housing Case Manager" to [tbenjamin@startmeupniagara.ca](mailto:tbenjamin@startmeupniagara.ca)

SMUN is an equal opportunity Employer. In compliance with AODA, this job posting is available in alternate format upon request.

#### **Accommodation**

Accommodation provided during all parts of the hiring process, upon request, to applicants with disabilities. Applicants should make their needs known in advance.

