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Join our Amazing E Fry Ottawa Team!

Housing Based Case Manager

The Elizabeth Fry Society of Ottawa is a not-for-profit, feminist community agency offering programs and services to women and men in conflict with the law. Our programs and services aimed at reducing homelessness include providing housing based case management services to women with moderate to high needs who are in the process of reintegrating to the community following incarceration. The Housing Based Case Manager (HBCM) is a full-time position in a unionized organization.

Job title: Housing Based Case Manager
Reports to: Manager, Community Programs and Services
Hours: 37.5 hours/week
Language: English Essential (Bilingual Preferred)
Salary: \$19.92/hour

Core Responsibilities

Our Housing Based Case Manager provides housing case management services to adult women released from jail and with moderate to high needs and who have a previous history of homelessness. This position requires mostly daytime work with some evening and weekend work required.

Intake and Assessment

- Identify clients through in-reach activities at Ottawa-Carleton Detention Centre (OCDC) and assess them for HBCM services using a Justice Discharged VI-SPDAT (JD VI-SPDAT) as well as through case-conferencing with OCDC discharge planners
- Liaise with the City's Housing First Data Coordinator to identify and prioritize clients that meet Housing First eligibility criteria
- Administer E Fry Ottawa intake and assessment tools as required to support clients

Release/Discharge and Housing Procurement Support

- Prior to client release from OCDC, arrange for emergency shelter or other interim housing
- On client release, arrange required appointments for client concerning income benefits, transportation and identification
- Assist clients to select, rent and move into new housing, including to procure furniture and to secure other supports as needed

Ongoing support to maintain housing

- Assist clients to access resources in the community to support their tenancy, promote healthy lifestyles to be connected to the community
- Support clients to maintain their housing unit in good order

- Help clients prepare a monthly budget, a weekly calendar of meaningful things to do, a personal guest policy, a risk minimization plan and a crisis plan
- Monitor client support service plans, over time decreasing and eventually withdrawing HBCM supports according to client choice/needs
- Complete SPDAT assessments at regular intervals to measure changes in acuity, document client progress, change/refine case plan and determine whether client capacity to maintain permanent housing is increasing
- Assist clients to resolve issues that may put their tenancy at risk
- If necessary, support client through an eviction process
- Support clients who need to be re-housed to select, rent and move into new housing, with the assistance of the Housing Locator's inventory. Refer and link clients to other resources that could further support housing retention
- Assist clients to access employment, educational and volunteer opportunities that promote self-sufficiency, independence and community integration

Discharge or exit planning from HBCM services

- Develop a comprehensive client discharge plan to address ongoing support needs, crisis contact information, and additional resources to support each client
- Complete a final SPDAT and collaborate with the client to identify and implement strategies to build on the client's strengths/assets and address areas posing a risk to maintaining housing

Other responsibilities

The HBCM will also collaborate with other community agencies and stakeholders to share information, problem solve, identify emergency issues, analyze data and coordinate services. The position requires ongoing reporting on performance measurements as required by the funder (City of Ottawa) and E Fry Ottawa. Other duties may be assigned by the Manager, Community Programs and Services. All E Fry Ottawa staff are responsible for promoting and delivering on the mission, vision and values of our organization.

Qualifications

Required education and experience

- University degree or college diploma in social services, criminal justice or a related field.
- Experience working with marginalized women and/or communities involved in the justice system and who live with moderate to high level challenges that are considered barriers to stable housing.
- An understanding of mental health and addiction issues, including knowledge of harm reduction strategies
- Experience working with people involved in the adult justice system and/or people experiencing homelessness
- Experience using the SPDAT range of assessment and case management tools or willingness to be trained to use these tools
- Experience working within a Housing First framework and its guiding principles
- Training or willingness to undergo training in providing Housing Based Case Management services and various components is required
- Valid First Aid/CPR

Required knowledge, capacity and commitment

- Understanding of factors that contribute to women’s involvement in the justice system
- Excellent interpersonal skills and ability to engage with and establish trust relationships
- Strong Motivational Interviewing skills to support creation and maintenance of case plans
- Strong crisis management skills
- Knowledge of Housing First principles and its application with youth and adults
- Strong organizational and reporting skills to meet funder requirements
- Excellent verbal and written communication skills (English required)
- Basic budgeting skills to support development and ongoing maintenance of client budgets
- Have access to a reliable vehicle (with appropriate insurance), and be willing and able to transport clients to viewings, appointments and meetings

The successful candidate will be required to pass a security clearance at the Protected B Level and to have an updated clear Criminal Record Check (for vulnerable populations)

Are you an ideal candidate?

In addition to the above requirements, some “great to have” qualifications include:

- You have a genuine interest in working with marginalized women with care and empathy.
- You are bilingual.

Apply by noon, December 24!

Please submit your résumé and a cover letter to Cathy Robinson, Interim Executive Director, through careers@fryottawa.com

Tell us how you meet or exceed the above required and “great to have” qualifications.

We thank all who apply. Only those selected for an interview will be contacted.