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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, transgender, non-binary and two-spirit people with moderate to high needs who are in the process of reintegrating to the community following a period of imprisonment. 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: \$21.08/ plus benefits (**salary non-negotiable – unionized organization**)

### **Core Responsibilities**

Our Housing Based Case Manager provides comprehensive housing-based case management services to support moderate to high acuity women, transgender, non-binary and two-spirit people who are in the process of being discharged from the Ottawa-Carleton Detention Centre (OCDC) to become housed and to promote sustainable improved quality of life by facilitating timely access to community resources to support housing stability and long-term housing retention. This position requires mostly daytime work with some evening and weekend on-call services required.

### **Intake and Assessment**

- Identify clients through in-reach activities at Ottawa-Carleton Detention Centre (OCDC) and assess 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 agency 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 to support permanent housing search
- On client release, arrange required appointments with client pertaining to income benefits, transportation needs and identification needs

- Assist clients by arranging viewings, speaking to landlords, choosing housing, and assisting with move-in arrangements, including the procurement of furniture

### **Providing Ongoing Supports**

- Assist clients to access resources in the community to support their tenancy, promote healthy living/lifestyles or provide long-term support, if required, including making connections to the LGBTQ2+ and Indigenous community
- Support clients to maintain their housing unit in good order by monitoring level of cleanliness, teaching and reinforcing life skills, and referring to community supports
- Help clients prepare a monthly budget, a weekly calendar of meaningful things to do, a personal guest policy, a risk minimization plan and crisis plan
- Monitor 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
- Support clients through the eviction process, if necessary, drawing on resources available in the community
- 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
- Complete final SPDAT, and in conjunction with the client, implement strategies to build on the client's strengths/assets and address areas posing a risk to housing

### **Other Responsibilities**

The HBCM will work collaboratively with the John Howard Society of Ottawa and other community agencies using a housing-first model 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. Additional 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**

- Experience and/or education equivalent to a post-secondary degree in social work, criminal justice, or a related field
- Minimum 2 years experience engaging and collaborating with vulnerable populations, specifically women, transgender, non-binary and two-spirit people who are involved in the justice system

- An understanding of mental health and addiction issues, including knowledge of harm reduction strategies
- Experience recognizing and responding to women experiencing homelessness with human-centered and trauma-informed care
- 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, Non-Violent Crisis Intervention (NVCi) and ASIST certification considered an asset
- Valid driver's license and clean driver's abstract considered an asset

### 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 the creation and maintenance of case plans with clients
- Knowledge of Housing First principles and its application with adult women
- Strong crisis management skills
- 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 considered an asset (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)**

<p><b>Are you an ideal candidate?</b></p> <p><b>In addition to the above requirements, some "great to have" qualifications include:</b></p> <ul style="list-style-type: none"> <li>▪ You have a genuine interest in working with marginalized women with care and empathy.</li> <li>▪ You have a genuine interest in working with a not-for-profit agency</li> </ul>	<p><b>Apply by 4:00pm, December 9, 2021!</b></p> <p>Please submit your resume and a cover letter to Diane Serré, Manager, Community Programs and Services, through <a href="mailto:careers@efryottawa.com">careers@efryottawa.com</a></p> <p><b><i>Tell us how you meet or exceed the above required and "great to have" qualifications</i></b></p>
<p><b>We thank all who apply. Only those selected for an interview will be contacted.</b></p>	