



Resource Assistance for Youth, Inc.

Role: HOUSING FIRST CASE MANAGER

Department: Housing

Program: Housing First

Reporting to: Director of Housing

Hours: Full-time, 37.5 hours weekly

Schedule: Standard hours Monday – Friday, 9:00 am – 5:00 pm, some evenings and weekends may be required

Hourly wage: Starting at \$25.00 per hour

ABOUT RAY

Mission: To provide youth with what they need, on their terms, to better their lives.

Vision: RaY's vision is that all youth have the opportunity to live a healthy and secure life; that they are given the chance to develop a belief in themselves through tools, information and programs that build personal capacity in order to be self-sufficient and no longer need RaY's services.

RaY is a non-mandated, integrated youth hub that provides youth with complex needs the resources to navigate multiple systemic barriers when facing homelessness.

ABOUT THE ROLE

The HF Case Manager in the Housing Department at RAY, Inc. will be responsible for providing case management support to a caseload of 14-20 chronically and episodically homeless youth (up to 29 years old). Working from a Housing First model, the HF Case Manager's objectives are:

Provide 14-20 chronically or episodically homeless youth with access to permanent housing through Intensive Case Management

Provide support services to improve the self-sufficiency of 20 chronically and episodically homeless youth through individualized services

RaY is a fast-paced environment which depends on reliable, open-minded, flexible and team-oriented individuals to provide youth with what they need, on their terms, to better their lives.

EDUCATION AND EXPERIENCE:

Experience working within the not-for-profit sector

Post-secondary education in community development, human services or social services (BA/BSW/B.Ed or equivalent preferred)

Preferred certification: Level C-CPR, NVCI, ASIST, Stages of Change/Motivational Interviewing

Minimum of 3-5 years of experience working in a similar role

Valid driver's license

Criminal Record Check, Child Abuse Check and Driver's Abstract are required prior to starting

Proficiency in MS Office and general comfort with technology

SKILLS AND ABILITIES

Required Assets:

Demonstrated commitment to the Housing First Model and Philosophy

Demonstrated commitment to Here and Now: The Winnipeg Plan to End Youth Homelessness

Creative problem solving and strong advocacy skills

Experience working with vulnerable youth or other at-risk populations

Strong working knowledge of harm reduction principles

Responsible, organized, and detail oriented

Excellent interpersonal, communication and written skills

Cultural competency skills, knowledge, experience, and awareness

Capacity to build and maintain strong relationship with partner agencies, service providers and landlords

Ability to function independently while also working as part of a frontline team

Ability to multitask and prioritize in a fast-paced environment with minimal supervision

Must have a familiarity of resources that are available to youth in Winnipeg; specifically housing and social services.

Must possess knowledge of street life in the inner-city including gang activity, substance use, and sexual exploitation.

Desired Assets:

Working knowledge of the Province of Manitoba Residential Tenancies Act

KEY RESPONSIBILITIES

The responsibilities of the Housing First Case Manager include, but are not limited to the following:

1. Case Management and Coordination

Build trusting relationships with homeless and marginalized youth and young adults who access services and resources through RaY

Connect youth to necessary and relevant resources, accessed through referral and direct provision

Act as the primary liaison for housing first participants between the Housing Department and the RaY Hub Model

Act as an advocate in a variety of systems including EIA and housing supports/services

Find housing in accordance with the needs of participants, either in the public or private market, may include emergency housing and transitional housing.

Assess participant needs to determine eligibility for access to the Rapid Rehousing rent bank/housing fund

Support participants in attaining housing stability through eviction prevention and life skills development which may also include brief crisis interventions.

Coordinate with landlords and caretakers to obtain and maintain housing

Impart information and direction that will empower youth and young adults to make informed and healthy decisions in the hopes of improving their quality of life

Work in cooperation with RaY's integrated service team and determine effective collaborative strategies that formulate best youth care practices

Refer youth to culturally relevant services as provided through the Cultural Program Worker or external Indigenous service providers

Assist housing team with monitoring and recording participant progress at 3 months and 6 months after participants have secured housing

Assist other members of the housing team with case management follow-ups by conducting case planning and assessment meetings with other RaY supports and the Housing team

Assist REST Case Manager and Rapid Rehousing team in conducting visits in the participants' homes, community agencies and other settings as needed

2. Administrative Support

Ensure that all service statistics are completed and entered into the RaY database in a timely manner

Maintain quality up-to date documentation on all interactions with participants

Ensure that all data collected is entered and reported in a timely manner to Director of Housing (monthly)

Attend administrative meetings and contribute to the overall agency goals and planning (daily)

Assist the Rapid Re-Housing team with day to day case reviews and contribute to the lens of reducing harm in establishing preventative measures

Assist the Housing department team in intakes, planning, reviewing work and managing caseloads, including the closure and transfer of cases

Support the strategic direction of agency vision and goals through active engagement, leadership and aid the on-going initiatives that support an end to youth homelessness

3. Youth Care

To have a keen awareness of internal and external resources, such as government systems and mechanisms experienced for participants and an ability to establish interim resources where gaps exist.

The ability to build trusting relationships with participants in a non-judgmental and non-threatening basis, in alignment with RaY values and principles.

To impart information and direction that will empower participants to make informed decisions in the hopes of improving their quality of life.

To advocate on behalf of participants on a case by case basis with various “Systems” i.e. Child and Family Services, Employment and Income Assistance, Legal Aid, Health, Addictions, Justice etc.

To effectively engage in conflict resolution, systems navigation and problem solving.

Responsible for leading overall youth care environment in the agency.

Provide opportunities for youth to participate in cultural activities and ceremonies with the guidance of agency supports and external resources

Perform other tasks as assigned

Physical DEMANDS and Work Environment:

Physical demands: sitting, walking, some lifting up to 20 lbs

Work environment: an environment of high-stress and fast-paced crisis intervention. Will be largely in the office but may require home visits and transportation of participants within city limits.

RaY is committed to representing diversity among our staff and volunteers. Indigenous peoples, visible minorities, persons with disabilities, persons of minority sexual orientations and gender identities are encouraged to apply and self-identify.

Please email your resume and cover letter detailing the position title in the subject line and email your attachments to employment@rayinc.ca with attention to Employment at RaY. No phone calls please.