



Resource Assistance for Youth, Inc.

## **Job Posting:** Housing Case Manager- as of December.5, 2017

**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.

**Position:** Housing Case Manager, (Non-Housing First)

**Program:** Rapid Re-Housing

**Department:** Housing

**Reporting to:** Rapid Re-Housing Team Lead, Director of Housing, and the Director of Programs

**Salary wage:** \$36,075.00- \$38,639.84 with comprehensive benefits

**Status:** Full-time, Term ending March.31, 2019

**Schedule:** Standard hours, Mon-Fri (9:00- 5:00 p.m.), some evenings and weekends may be required with shift premiums provided

**Deadline to apply:** Open until filled

### **JOB PURPOSE AND SUMMARY:**

The Non-Housing First Support program at RaY consists of one Housing Case Manager that serves youth that are homeless or at imminent risk of homelessness. The Housing Case Manager will be responsible for managing a caseload of at least 40 individuals with the objective of providing participants with supports to maintain housing stability. In addition, the Housing Case Manager will connect participants to income supports and provide pre-employment supports that bridge youth to the labour market, or connect participants to education/training opportunities. The Housing Case Manager works to navigate systems, liaise and refer youth to appropriate resources that meet their short and long-term needs. 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.*

### **KEY RESPONSIBILITIES:**

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

#### **1. Case Management and Coordination**

- Build trusting relationships with homeless and impoverished 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 an advocate in a variety of systems including EIA and Housing supports/services
- Conduct an intake and Life Map with participants to identify needs and goals
- Find housing in accordance to the needs of participants, either in the public or private market, may include emergency housing and transitional housing.
- Support participants in attaining housing stability through eviction prevention, life skills development, and budget planning 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 Manager and/or external Aboriginal Service Providers
- Monitor and record progress at 3 months and 6 months after participants have secured housing
- Maintain case management follow-ups by conducting case planning and assessment meetings with the housing team
- Conduct visits in the participants' homes, community agencies and other settings as needed

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## 2. Administrative Support

- Ensure that all assessments, follow-ups and reports are completed 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 (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 the departments vision and goals through active engagement, leadership and aid the on-going initiatives that support an end to youth homelessness

### Perform other tasks as assigned

### KNOWLEDGE, SKILLS AND ABILITIES:

#### Required Assets

- Demonstrated commitment to the Housing First Model and Philosophy
- Demonstrated commitment to the [Here and Now Youth Plan](#)
- 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

#### Education and Experience:

- Experience working within the not-for-profit sector
- Degree, diploma or certification in community development, human services and/or social services discipline
- Desired certification: Level C-CPR, Mental Health First Aid, ASIST, Stages of Change/Motivational Interviewing
- Minimum of 3-5 years of experience working in a similar role with a provision of community based services
- Valid class 5 driver's license
- Criminal Record Check, Child Abuse Check and Driver's Abstract
- Proficiency in MS Office, Google Products and general comfort with technology

#### 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 visitations and transportation of participants within city limits.

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*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.*

Please email your resume and cover letter detailing the position title in the subject line and email your attachments to [employment@rayinc.ca](mailto:employment@rayinc.ca) with attention to the 'Human Resources Team'. No phone calls please.

Thank you for your consideration

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