



## Case Manager

### Homelessness Prevention and Rapid Re-Housing Program

Stella's Circle is a leading community organization that works with over 1000 participants each year, providing employment services, residential and non-residential counseling and supportive housing. Our organization has over 125 dedicated staff operating within an \$8 million budget. Details: [www.StellasCircle.ca](http://www.StellasCircle.ca)

End Homelessness St. John's (EHSJ), under its 2014-2019 St. John's Community Plan to End Homelessness, has developed a Rapid Re-Housing and Prevention program targeting approximately 360 individuals or 240 households at risk or experiencing transitional homelessness. The contract for the implementation of the Prevention/Rapid Re-Housing is until March, 2020 with the possibility of an extension to March, 2021. Our guiding philosophy – Housing First – is about those we serve; it calls for the recognition of housing as a basic human right. It is focused on quickly moving people from homelessness into housing and then providing the supports necessary to maintain it.

We are currently looking for a Case Manager to join our Housing team. This position is located at The Brian Martin Housing Resource Centre which offers a range of services that include homelessness prevention, rapid re-housing, case management services and long-term affordable housing options.

Under the direction of the Program Coordinator, you will be responsible for providing individualized support services to persons who have been referred to and accepted under the criteria for the Homelessness Prevention & Rapid Re-housing program. Using a strengths-based approach, you will meet participants where they are and support them to develop and implement goals in an effort to make positive changes in their lives.

Duties include but are not limited to:

- Interview individuals who are homeless/at risk of homelessness while reviewing past housing history and identifying possible barriers to obtaining and retaining housing;
- Assess and verify tenancy problems such as late payments, damage or lease violations, income and financial assistance needs and assist tenants with these problems;
- Liaison with landlords to promote this program and partner with landlords to successfully house tenants of the program;
- Map and establish policies and protocols for the program, ensuring alignment with System Planning Framework of program;
- Develop a housing plan with each program participant outlining goals for successful case closures ensuring that this housing plan is implemented;
- Help participants move to their housing and assist them with medical appointments, probation appointments, grocery shopping, food banks, tidying and cleaning apartments, etc;
- Help participants recognize, develop and utilize the support networks in their lives;
- Conduct risk assessments and establish safety plans with participants;

- Liaise with Eastern Health to coordinate the support plan and transition of patients from hospitals into community living;
- Consult with other community agencies or government agencies as necessary and as agreed to by our participants;
- Participate in program and policy development by continuously re-evaluating forms and processes of everyday tasks and conveying any concerns to your Program Coordinator.

Skills and Qualifications are as follows:

- A minimum of an undergraduate degree in social work or a diploma or course in an area related to community social services such as criminology or mental health or an equivalent combination of education, training and experience;
- 3 years' direct experience (including community work experience and/or volunteer work) assessed as being relevant to the target population being served;
- Knowledge, understanding and commitment to the Housing First model and philosophy;
- In-depth knowledge and experience in areas such as housing, homelessness, mental health and addictions, trauma, conflict resolution and crisis intervention;
- Excellent clinical, analytical and problem solving skills;
- Ability to handle crisis driven caseloads;
- Ability to work well under pressure and make independent decisions;
- Excellent documentation, time management, communication and interpersonal skills;
- Knowledge of income assistance benefit programs and landlord/tenant laws;
- Ability to work flexible hours;
- Must have a Certificate of Conduct, a valid First Aid/CPR certificate and ASIST training certificate;
- Must have a valid driver's license and access to a safe vehicle for work purposes.

Please submit your cover letter and resume by Monday, April 22, 2019 at 5pm to:

Human Resources Specialist  
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