



## HOUSING CASE WORKER – Full Time

### Purpose of the position

The Housing Case Worker is responsible for the delivery of housing-focused case management in alignment with Transition House's vision, mission and core values. The position will assist clients in obtaining permanent stable housing while coaching clients on best practices around housing retention. The Housing Case Worker operates with a Housing First lens and utilizes the principles of shelter diversion as appropriate. This position is an integral role within the emergency shelter team and coordinates effectively to deliver client-centered service. Collaborations between this position and community partners will help build capacity to wrap services around clients in order to create further housing stability outcomes. As an active member of the Homelessness Coordinated Response Team (HCRT), this position supports people who are actively experiencing homelessness in Northumberland County. The Housing Case Worker is responsible for working with clients of varying levels of acuity, utilizing the principles of Housing First, trauma informed care, harm reduction, and shelter diversion. The Housing Case Worker demonstrates a commitment to the provision of excellent client service and actively contributes to a positive and productive work environment.

### Summary of Duties and Responsibilities

#### Client Services:

- Using a strengths based approach work with clients to identify barriers to obtaining and retaining housing
- Develop individualized case plans that identify client-centered goals taking into account a person's level of acuity, community relationships, strengths and barriers, etc.
- Provide effective housing focused case management, individual support, advocacy and referrals to clients in a confidential manner
- Accompany clients to housing related appointments (i.e. apartment viewings)
- Utilizing the principles of human services integration, work collaboratively with the shelter team and community partners in implementing and supporting strategies that will assist clients in maintaining stable housing
- Complete safety assessments and risk management strategies as appropriate in alignment with agency protocols
- Use approved assessment tool (VI-SPDAT) to assess the acuity of individuals and inform appropriate case management.

#### Administration:

- Maintain individual client records that clearly outline service plans
- Maintain accurate statistics and information on housing opportunities
- Attend appropriate community meetings throughout the county



## TRANSITION HOUSE

*Building Strong Foundations*

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- Demonstrated ability to be proactive around building connections with other service providers in Northumberland County
- Demonstrated ability to work collaboratively with a variety of community agencies to support individual client need and the Housing First model (i.e. case conferences)
- Ability to use critical thinking skills to respond to emergency situations according to agency protocols
- Flexibility to work extended hours as needed.

### **Skills and Knowledge Required:**

- Addictions & Community Worker or Social Service Worker Diploma or Degree or comparable education and experience
- The ability to work within the Housing First model utilizing trauma informed care and shelter diversion principles
- Ability to respond to clients with high needs who experience barriers to obtaining and retaining adequate housing due to complex issues, such as substance use, mental health issues, and/or physical limitations.
- Ability to work collaboratively with a variety of community agencies that serve the needs of Transition House clients
- Excellent interpersonal and communication skills, both written and oral with good time management, problem-solving and assessment skills
- Flexibility and openness to emerging concepts, service delivery models and collaboration
- Computer literacy and familiarity with MS Office programs such as Word and Exel
- Basic First Aid and CPR certification and clear vulnerable sector check, renewed yearly.

Interested applicants are to forward their resume to Anne Newman, Executive Director at [transitionhous1@bellnet.ca](mailto:transitionhous1@bellnet.ca) by Friday March 20<sup>th</sup>, 2020.

Transition House is Northumberland County's Emergency Shelter. Please visit our website at [www.transhouse.ca](http://www.transhouse.ca) for further information on the organization and other available positions.

**In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Transition House will provide accommodation in all parts of the hiring process as required, upon request from applicants.**