



Job title:	<i>Housing First Case Worker</i>
Department:	<i>Housing</i>
Reports to:	<i>Manager, Housing</i>
Hours of work:	<i>8:30 a.m. – 4:30 p.m.</i>
Issued:	<i>April, 2021</i>

Company Overview

Community Development Council Durham (CDCD) is an independent, not-for-profit social planning organization that has been working to enhance the quality of life for individuals, families and communities in Durham for more than 50 years. It organizes a variety of research, community development and social planning initiatives as well as administers and delivers front line social service programs. Please visit www.cdcd.org for more information.

Purpose

The Housing First Case Worker provides and coordinates all services in the Housing First Program. The Housing First Case Worker will have a primary caseload of ten to fifteen clients who have a history of homelessness, mental illness, substance abuse, and/or face multiple barriers. The Housing First Case Worker develops positive relationships with landlords and provides connections to community-based services that are designed to promote the stability, recovery and community reintegration of individuals.

Duties and Responsibilities

- Ensure the Housing First philosophy is strictly adhered to and applied with all clients
- Using the Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT), assess clients' concerns and needs in order to provide support, information, referrals, skill enhancement, and advocacy for service users
- Using the VI-SPDAT create individualized service plans with specific goals that can be measured
- Using Non-Violent Crisis intervention safely respond to and de-escalate crisis situations
- Provide life skills supports for housing stability such as budgeting, rights and responsibilities of tenants and landlords, mental health support, employment etc.
- Develop and Facilitate workshops based on client needs
- Demonstrate an understanding of oppression and marginalization of the homeless population

- Advocate for individuals at imminent risk of homelessness and work with the community partners to promote and encourage a wrap-around approach for more effective support
- Provide supports for social integration, by organizing and leading social or recreational activities for clients
- Provide individuals with community resources and services to assist in sustaining stable housing
- Assist clients with securing housing (first and last month rent, insurance, utility set up and supplies upon move-in etc.)
- Provide individualized support to clients in order to increase self-sufficiency, esteem, awareness, and self- confidence
- Safely meet with clients regularly at agency-approved locations that are throughout the community. Advocate for clients with housing providers, community supports and other community members
- Help to build the Housing team providing support and contributing to a positive work environment
- Participates in promoting an inclusive workplace culture through agency committee membership and activities
- Attend regular community meetings or events (Ex. DARHN)
- Other duties as assigned

Administration

- Maintain all client files using the Homelessness individual and families information system (HIFIS) database and excel spreadsheets
- Develop evaluation tools to assess client progress and effectiveness of the service plan
- Case Conference with other service providers as required
- Develop and maintain statistical reports on a monthly, quarterly and yearly basis
- Adhere to all Agency policies, procedures and directives as well as all other applicable legislation Ex: Personal Health Information Protection Act PHIPA

Qualifications

- Completion of a college diploma or undergraduate degree in Social Work or other relevant discipline;
- Minimum of 3 years of relevant experience providing enhanced case management and housing first in a community-based housing or related agency;
- Demonstrated understanding of the Durham Region Housing sector and issues being faced by the populations we serve
- Extensive knowledge of community-based resources and government agencies for low-income people, including income through Ontario Works, Ontario Disability Support Program, Old Age Security; etc.
- Practical knowledge of the housing sector best practices, the Housing First model, the Residential Tenancies Act, the Housing Services Act, and all other relevant legislation;
- Strong mediation and problem-solving skills;

- Excellent oral and written English communication skills; second language an asset;
- Proficiency in Microsoft Word, Excel, PowerPoint, Outlook and using the Internet.
- Non-violent crisis intervention (CPI), suicide intervention (ASIST), standard first aid or a commitment to secure those requirements within six months of being hired.
- Able to work both independently and within a team context;
- Capable of effectively managing stressful client situations

Additional Requirements

- A valid Ontario driver's license (Class G), use of a vehicle and insurance with the ability to work in a variety of settings
- Successful candidate must provide an acceptable criminal records search prior to commencing employment
- The physical ability to function effectively in an environment that includes both a normal office and duties being carried out in an external setting
- Some evening and/or weekend may be required
- May be required to carry and lift items up to 30 pounds

APPLICATION PROCESS: Applicants are requested to submit their resume and a covering letter stating salary expectations, while outlining their strengths, experience and aptitude to fulfil the position requirements.

Please submit applications via email, with “Housing First Case Worker” in the subject line, to: hr@cdcd.org. We would appreciate no phone calls or agencies.

CDCD thanks all applicants for their interest; however, only those asked for additional information and/or selected for an interview will be contacted.

CDCD is committed to providing equal opportunity to all employees. We strive to create a diverse and inclusive workplace represents the cultural mosaic of our great city and the communities we serve. We recognize the value that comes from the different viewpoints, unique experiences and diverse perspectives of our employees, who bring fresh, new ideas to our business. Diversity plays a key role in our ability to deliver on our mission of providing clean, safe and affordable homes for tenants.

CDCD is strongly committed to diversity and inclusion within its community and encourages applications from Indigenous peoples, racialized persons/persons of colour, persons with disabilities, women, LGBTQ2S persons, and others who may contribute to fostering innovative ideas and solutions.

As an employer, CDCD has a duty to accommodate at all stages of the hiring process in accordance with the Ontario Human Rights Code, and the Accessibility for Ontarians with Disabilities Act, 2005.