



Housing Case Manager

INCUMBENT: TBD

PROGRAM: Housing

DATE APPROVED/REVISED: February, 2021

REPORTS TO: Coordinator, Housing Case Management

APPROVED BY: Director, Programs and Planning

HOURS: 35 hours/week

POSITION SUMMARY:

Under the direction of the Coordinator, Housing Case Management, provides case management supports for individuals living with mental health and/or substance use concerns to reduce risk of homelessness, crisis and improve well-being. Working within the framework of a client directed rehabilitation model, staff provide assistance with obtaining housing, instrumental activities of daily living, developing care plans, maintaining wellness and connection to community resources. Housing Case Managers can provide support in area-specific streams such as the justice system, homelessness sector and/or transitions from hospital.

ESSENTIAL JOB RESPONSIBILITIES:

1. Provides support to individuals to assist in their recovery and rehabilitation

- Provide housing case management support to individuals in the Mental Health and Justice Rent Supplement programs.
- Works collaboratively with the shelter and justice programs to support individuals in meeting their goals, including obtaining housing, release from custody or mental health court diversion plans.
- Provides assistance with instrumental activities of daily living skills
- Provides direct, hands-on support with maintaining living environment including skill teaching with decluttering, addressing infestation issues, organization and developing routines.
- Building rapport with all individuals for support services identified in their goal focused Care Plans and ensuring it is delivered in a safe, timely and effective manner.
- Assisting individuals in determining priorities and developing a plan on how these priorities will be carried out.
- Development of Personal Support Plans to identify wellness strategies
- Advocacy with individuals
- Co-ordinating involvement of other agency staff and outside resources, working towards the best interests of the individual and opportunities to connect as a member of the community
- Ensuring individuals support addresses outcomes or goals as derived from the individual's support plan.
- Assessing readiness for change and identifying areas in need of development in the living, learning, working and social environments as appropriate
- Planning for rehabilitation interventions by reviewing readiness assessment results and determining case management referral
- Ensuring that all individuals have a discharge plan to support their ability to transition.



- 2. Develop educational programs relevant to identified needs**
 - Organize and conduct direct skill teaching with individuals.
 - Evaluate and record the effectiveness of activities through documentation, individual update meetings and on-going individual support.
- 3. Routinely monitor client's health**
 - Document and report any health related concerns identified by the individual and or their supports.
 - Respond immediately to any urgent health issues.
 - Ensuring incident reporting and documentation are completed.
- 4. Assist in meeting the objectives of the care/ strategic plans**
 - Provide support to individuals in achieving their goals, particularly in the areas of basic life skills, social interactions, wellness strategies, medication education, monitoring progress and providing support when problems or crisis arise.
 - Liaising, mediating and problem solving issues with individuals and landlords in consultation with the Rent Supplement Coordinator
 - Participate in the evaluation of program goals and objectives, housing outcomes, make recommendations on changes to current program activities for improved service delivery.
- 5. Ensure all file management and reporting functions are maintained in a comprehensive and timely manner**
 - Ensure individual contacts are recorded appropriately and in a timely manner utilizing the Agency's database program.
 - Ensure daily activity summaries are completed.
 - Ensure Housing Outcomes for the program are collected and recorded
 - Ensure that monthly, annual, and other required reporting documentation are completed.
- 6. Maintain up-to-date knowledge of:** the Mental Health Act, Residential Tenancies Act - 2006 and related legislation, the structure and personnel of local community support agencies, government departments, institutions and other groups relevant to the tenant's needs, population, and trends and developments in the community that could affect the provision of mental health services.
- 7. Avails self of opportunities for professional development**
 - Bring forward training needs and take responsibility for seeking out relevant training opportunities.
 - Foster the problem solving approach in daily activities with individuals, family members and community supports.
 - Participate in workshops and seminars as required.
 - Attend and participate in Agency and program meetings as required.
- 8. Works within the Policies and Procedures of the CMHA Sudbury Branch.**
- 9. Essential Responsibilities and duties:**
 - Carrying out all duties of the Housing Case Manager position in a moral and ethical manner.
 - Being present at the scheduled time of the day ready for the performance of duties.
 - Being ready emotionally and physically to perform duties.
 - Represent program and agency in a professional manner through embracing and fostering the CMHA culture, respectful communication and ethical decision making.
 - Provides support to volunteers and students and other agency assigned to the program area.
 - Substitutes for and assists other agency staff where skills are applicable



Qualifications

- Completion of a 2 year Diploma or Degree in a health or social services discipline.
- Minimum one year experience in related position
- Registration, in good standing, with a regulating professional body (e.g. OCSWSSW), or working towards registration; *or*
Certification, in good standing, with a professional certifying organization* within health or social service fields (e.g. CPRRP from PSR Canada), or working towards certification
- Proficiency in both official languages is essential for 50% of these positions.
- Reliable vehicle required
- Proficiency with Microsoft Office software required
- Knowledge of Mental Health legislation, Occupational Act: Health & Safety, Ontario Human Rights Code, Residential Tenancies Act
- Understanding of Privacy legislation and Bill 168
- Knowledgeable of community agencies and resources

*Organization must have a written code of ethics, core values and standards that are consistent with those of CMHA-S/M. Certification must require members to meet a core set of competencies, have a requirement for continuous learning to maintain certification and be approved by CMHA-S/M.

The following competencies are required for this position:

Teamwork and Collaboration	Expresses positive expectations of others in terms of their abilities, expected contributions and responsibilities. Speaks of team members in positive terms. Is looked to by team members as a valuable source of information.
Coping	Able to maintain a mature problem-solving attitude while dealing with interpersonal conflict, hazardous conditions, personal rejection, hostility or time demands.
Assertiveness	Able to maturely express one’s feelings and opinions in spite of disagreement: accurately communicate to others regardless of their status or position.
Perceptivity	Able to interpret verbal and non-verbal behaviour; to develop accurate perception and understanding of others feelings, need, values and opinion; to be sensitive to and aware of personality differences and conflicts.
Interaction	Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization