



Canadian Mental  
Health Association  
Sudbury/Manitoulin  
*Mental health for all*

Association canadienne  
pour la santé mentale  
Sudbury/Manitoulin  
*La santé mentale pour tous*

**HOUSING CASE MANAGER**  
**MSDSB - Lacloche, Manitoulin & Sudbury East**

**INCUMBENT:** TBD

**REPORTS TO:** Coordinator, Housing Case Management

**PROGRAM:** Housing

**APPROVED BY:** Director, Programs and Planning

**DATE APPROVED/REVISED:** December 2020

**HOURS:** 35 hours/week

## POSITION SUMMARY:

Under the direction of the Coordinator, Housing Case Management and working in partnership with the Manitoulin-Sudbury District Service Board (DSB), provides short/medium term supports and housing stabilization to individuals residing in community housing units in the Manitoulin, Lacloche or Sudbury East areas. Working within the framework of a client directed rehabilitation model, staff provide assistance with instrumental activities of daily living skills, development of care plans, maintaining wellness and connections to community resources.

## ESSENTIAL JOB RESPONSIBILITIES:

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

- Provide assistance with instrumental activity of daily living skills.
- Provide 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 their 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 referrals.
- Ensuring that all individuals have a discharge plan to support their ability to transition.
- Participate in Community Paramedicine program to develop rapport with individuals and provide brief services.

### 2. Develops and maintains effective individual/ staff relations

- Assist tenants with following requirements of their Lease.
- Assist with tenancy-related matters and provide eviction-prevention strategies.
- Maintain awareness of individual progress by documenting and reviewing related documentation requirements.
- Recognize and respect individuals that are accepting service self-direction.



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- Work collaboratively and meet regularly with the Community Housing Program Supervisor at MSDSB to provide updates and program outcomes.
- Oversee the scheduling and organization of community support planning meetings.
- Implementation of Housing Outcome information on portal.
- Purchase and ordering of program related supplies.
- Regularly advise supervisor on individuals updates and program operations.

**3. 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.

**4. Routinely monitor individual'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.

**5. 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 crises arise.
- Participate in the evaluation of program goals and objectives, housing outcomes, make recommendations on changes to current program activities for improved service delivery.

**6. 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 that monthly, annual, and other required reporting documentation are completed.

**7. Maintain up-to-date knowledge of:** the Mental Health Act, Residential Tenancies Act - 2006, Housing Services Act and related legislation, the structure and personnel of local community support agencies, government departments, institutions and other groups relevant to the tenants needs, population, and trends and developments in the community that could affect the provision of mental health services.

**8. 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.

**9. Works within the Policies and Procedures of the CMHA Sudbury Branch.**

**10. Essential responsibilities and duties:**

- Carrying out all duties of the Housing Case Manager 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.



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- 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.
- Assists and supports 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

**JOB SPECIFIC COMPETENCIES**

<b>Teamwork and Collaboration</b>	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.
<b>Coping</b>	Able to maintain a mature problem-solving attitude while dealing with interpersonal conflict, hazardous conditions, personal rejection, hostility or time demands.
<b>Assertiveness</b>	Able to maturely express one's feelings and opinions in spite of disagreement: accurately communicate to others regardless of their status or position.
<b>Perceptivity</b>	Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport. perception and understanding of others feelings, need, values and opinion; to be sensitive to and aware of personality differences and conflicts.
<b>Interaction</b>	Ability to project professional image through appearance and conduct appropriate to the position

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