HOUSING FIRST (HF) CASE MANAGER

ROLE DESCRIPTION

MISSION: The Canadian Mental Health Association exists to promote the mental health of all and support the resilience and recovery of people experiencing mental illness through education, advocacy, research and service.

PURPOSE: The HF Case Manager is an integral part of the CMHA Community Navigation and Outreach Services Team and responsible for delivering services under a Housing First model. The focus of the role will be the development of a case plan, resource brokering and case management to ensure long term housing stability.

RESPONSIBILITIES:

- Conduct formal assessments and/or intake interviews with participants in a variety of locations to assess participant’s functional, income, employment and housing status to determine program eligibility. These services may be provided at a variety of times including early mornings, late afternoon, evenings, weekend and statutory holidays.
- Based on the comprehensive assessment of participant housing needs, provide participants with an overview of appropriate housing and related support programs by describing services, policies and philosophy of the programs.
- Respond to and investigate enquiries, complaints and emergency situations involving participants. After assessing the situation, collaborate with community partners to explore short term and long-term solutions. Document activities and outcomes.
- Collect, document and evaluate information to determine participant’s initial and ongoing eligibility. Verify participant information through personal interviews and liaise with community supports, relevant service providers, agencies, landlords, other Ministries and institutions, etc. Update and revise files at each point of contact in a timely manner to ensure the availability of up-to-date information.
- Provide Case Management based on a Housing First model, using approved assessment tools.
- Execute appropriate referrals for service and supports to internal services and outside agencies informing involved staff of information necessary to maximize the potential for successful housing and stabilization outcomes.
- Engage in participant advocacy and brokering when presenting participant files to referral agencies to assist in a solution-focused approach to participant case management.
- Participate in case conferences where necessary and appropriate.
- Ensure efficient navigation of the assessment component by the participant, by documenting information, observations, and impressions that may impact on a participant’s case plan.
• Participate in the development of participant profiles, identification of emerging service needs in the community and other evaluative information through preparation of various reports and case management tools.
• Facilitate, support, and promote programs aimed at providing subsidized housing and promoting participant stability and self-sufficiency.
• Remain current in emerging issues and best practices.
• Other Navigation Department duties, as required.

QUALIFICATIONS:
• Relevant post-secondary education (degree/diploma)
• Fluent in written and spoken English
• Excellent verbal and written communication skills
• Sensitive to the dignity of all citizens, housed or homeless
• Knowledge of and experience working with vulnerable populations from a strength based approach in a respectful, non-judgmental, client centered and solution focused manner
• Ability to work independently with a minimum of supervision.
• Ability to remain objective
• Ability to manage multiple tasks simultaneously
• Ability to organize, prioritize and meet multiple timelines
• Knowledge and experience in crisis intervention and suicide intervention
• Excellent knowledge of community resources within the community
• Regular office hours, some overtime/flextime required
• Ability to work well independently
• Valid Class 5 driver’s license with clean abstract
• Personal vehicle required for daily travel

HOURS OF WORK: 35 hours per week
WAGE RANGE: HEABC Grid 10, $20.93-$24.50 per hour

To apply for this position please submit your application, including cover letter and resume, by March 4, 2016 to:
Ana Frias, Coordinator of Housing and Navigation Services
CMHA Kelowna
Email: Kelowna@cmha.bc.ca