

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

Job# TNG2023-172

POSITION TITLE: Safe Seniors Housing Case Manager	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Regular Full-Time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: n/a
REPORT TO: Manager, Senior Homelessness Services	HOURLY RATE: \$30.34
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Safe Seniors Housing Case Manager supports clients who have been chronically homeless and/or are leaving institutions who have complex needs to find and maintain housing for long-term stability. The Case Manager is required to match clients with housing units and landlords and to provide support to enable clients to live and thrive in the community of their choice. Hours of work will be 35 hours per week and may include evenings and weekends. The position reports to the Manager, Senior Homelessness Services and is part of **CUPE Local 7797**.

MAJOR DUTIES:

- In collaboration with the Program Manager, develop a procedural framework for new housing with a layered support program
- Outreach to vulnerable seniors and landlords; maintaining regular contact and providing ongoing support
- Advocate for clients and provide crisis intervention and conflict resolution
- One-on-one case work and advocacy using a variety of communication tools with the client, manager, landlords and other external stakeholders
- Provide ongoing assessment, develop care plans, provide case coordination and monitor client's needs on a pre-determined basis
- Refer to resources and provide counselling that improves wellbeing, quality of life and community connections using a trauma informed, housing first, harm reduction and eviction prevention framework.
- Provide support to high need complex clients with physical, mental health, cognitive challenges, and/or addictions and the delivery of wrap around services to support the
- Work collaboratively with landlords and property managers regarding eviction prevention strategies where required
- Coordinate household cleaning and follow health and safety protocols for bed bugs, pest control, hoarding preparation and exposure to filth and contagious disease
- Complete applications for income support and negotiate and/or mediate with landlords, landlord/tenant legal service
- Be available for On Call duties as require
- Maintain client confidentiality, follow emergency procedures and protocols and adhere to Agency policies and procedures
- Perform other duties, appropriate to the position, as required.

REQUIREMENTS & QUALIFICATIONS:

- A degree from an OCSW SSW recognized university, or equivalent combination of education and experience in social or community service
- 3 or more years of professional experience in case management and establishing care plans for seniors
- Experience in basic life skills counselling, supportive counselling, crisis intervention, harm reduction strategies, advocacy, community development and group work, including mediation and conflict resolution
- Experience in assessments, care plans, determining eligibility, monitoring and coordinating of in-home services for homeless and low-income adults from diverse ethno-racial communities
- Knowledge of and experience completing applications for the Ontario Disability Support Program (ODSP), Ontario Works (OW) and other related programs
- Demonstrated knowledge of supports for senior clients who have experienced trauma, homelessness, or have been institutionalized and have complex life histories
- Understanding of relevant legislations that impact tenants and seniors including PHIPA, the Residential Tenancy Act and the Human Rights Code.

To apply, submit your resume with "TNG2023-172" in the subject line of your email to: careers@tngcs.org

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement