



External Posting
Case Manager – Housing Supports
Temporary, Part-time up to 11 months

Posting Date: Wednesday, April 24, 2019

Closing Date: Wednesday, May 8, 2019 @ 12:00 NOON

Wage: \$ 35.33 - \$ 38.81 per hour

Classification: CUPE Inside, Class 8 (pre-evaluation)

As the District continues to grow and evolve, we have had a **temporary part-time** opportunity come available in our Housing & Homelessness Team for a **Case Manager – Housing Supports**. This role is responsible for all aspects of case management of programs within Muskoka Community Services serving vulnerable and marginalized clients. Its specific focus will be to promote successful tenancies by providing assessments, referrals, and follow-up services to individuals in Social Housing who are struggling with mental health and related issues and are at risk of eviction.

This job is a 0.5 FTE, resulting in an estimated work week of up to 17.5 hours, Monday to Friday but some flexibility to work non-traditional hours may be required to meet client needs.

Responsibilities of the Case Manager – Housing Supports will include, but not be limited to:

- Provide tenants with intensive case management
- Conduct and document rudimentary evaluation of residents' physical, psychological, developmental and intellectual limitations that may restrict ability to live independently
- Liaise with family members, professionals and service agencies, and where appropriate, refer tenants for psychiatric and specialized medical assessments
- Engage a network of community service providers to coordinate individual action plans and a system of wrap around services to foster successful tenancies, life skill development, and satisfaction in tenant's daily living and social environments
- Encourage, support tenants with approaches to conflict resolution, including how to address complaints and neighbour disputes
- Provide recommendations regarding potential tenant evictions and suggested exit plans to management when all resolution options have been exhausted
- Defend, present cases, and/or testify in front of governing bodies such as review committees, tribunals, and courts of law, as required
- Keep abreast of ongoing research, development, and best practices to support clients' housing and mental health needs

The skills, experience and qualifications we are seeking for this job include:

- A Bachelor's degree in a behavioural science, or current registration in a related professional college, or equivalent
- Minimum of three (3) years' of experience providing case management services to those struggling with mental health issues, with a demonstrated understanding of mental health issues, impacts and treatment, and the relationship between mental health and housing/homelessness
- Proven experience and ability to relate empathetically, nonjudgmentally, and effectively, with a clear sense of professional boundaries
- Must have a valid Ontario Driver's License.

We would expect that your strengths will include excellent communication, interpersonal, organizational and analytical skills. The ability to exercise a high level of independence, integrity and confidentiality and the comfort with working in non-standard work environments and locations are also key success factors for this job. You must be able to work in a team-based setting and possess consensus building skills to effectively work with multi-disciplinary working groups and a variety of agency partners.

If you have the necessary skills, experience and qualifications, please review the **"How to Apply"** instructions on our Website before submitting your application.

The District Municipality of Muskoka is committed to meeting its obligations under the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act*. If you require disability related accommodation to participate in the recruitment process, please advise the Human Resources department as soon as possible.

Accommodation may be provided in all steps of the hiring process.

Any questions regarding this posting should be directed to the Human Resources Department.