



Date Posted: 11-July-2017	Deadline for Submission: 18-Jul-2017
Job Title: Case Manager	Job Status: Permanent Full-Time
<p>If interested, please forward resumé quoting “Case Manager” in the subject line to:</p> <p>hr@ottawamission.com</p>	

JOB TITLE: CASE MANAGER	
REPORTS TO:	MANAGER, CLIENT SERVICES
DEPARTMENT:	CLIENT SERVICES
JOB LEVEL:	PROGRAM SUPPORT
Core Purpose and Mission Statement	
<p>The Core Purpose of the Ottawa Mission is to reflect Jesus’ love in serving the homeless, the hungry, and the lost. Our Mission is to by provide food, shelter, clothing and skills, and offer healing, faith and hope for building a wholesome life.</p>	
Vision & Values	
<p>Our Vision is to become a collaborative leader and innovator in empowering those we serve in transitioning to wholeness. Our Values are Acceptance, Respect, Compassion, Integrity and Interdependence</p>	
Position Purpose	
<p>Reporting to the Manager of Client Services, the Case Manager provides practical support and system navigation for Ottawa Mission residents in need of Case Management. He/She provides coordination of multi-disciplinary services to clients, monitors the provision of services to clients and re-assesses continuing client needs. The Case Manager works closely with the Employment & Education Program.</p>	
Major Responsibilities	
<ul style="list-style-type: none"> • Research, identify, evaluate and prepare a list of appropriate agencies or resources in regards to assisting clients with identification, drug cards, medications, financial or legal assistance, residency, interpersonal/group coaching, mentoring, outreach, advocacy, crisis intervention and support of clients • Works in collaboration with the Education and Employment Program • Build and maintain positive and effective relationships with community agencies, government and other groups • Build and maintain a relationship of trust with clients • Conduct assessments of clients to determine individual needs and make appropriate referrals to community based programs and treatment facilities, including The Ottawa Mission’s services, while 	

ACCOMMODATION IS AVAILABLE, UPON REQUEST, FOR ALL EMPLOYEES WITH DISABILITIES

JOB TITLE: CASE MANAGER

- maintaining client privacy and confidentiality
- Prepare for implementation, assessment tools and strategies to identify any barriers clients may have
- Provide comprehensive tools, information, arranged appointments, coaching, support and encouragement enabling the client to follow through with referrals and/or information
- Advocate for clients with community agencies, government, or other groups as required
- Identify and conduct follow ups with clients as required
- Participate in client case conferences and/or weekly meetings as required
- Ensure ongoing communication with all Mission departments regarding client issues
- Provide support and back-up to colleagues in Client Services(drop-in setting) and Front Line Services
- Develop for program maintenance accurate, complete, up to date client files and case notes according to established procedures
- Initiate appropriate referrals and follow through by external agencies at the termination of services
- Participates, when requested, in the strategic planning process.
- Prepare reports on statistical information, client profiles and other reports requested by management
- Support clients with transitions into their housing needs. Assisting clients to settle into their new home with the necessary needs; i.e., furniture, food items, basic living needs, etc.
- Accompany clients to key appointments in the community such as: Medical, Ontario Works, financial assistance, legal matters, furniture bank, etc.
- Support clients to become more independent by visiting them in their home and offering help with their individual goals.
- Assist clients in becoming self-sufficient.
- Provide crisis management for clients; make linkages for interventions as appropriate
- Participate in continuing education activities, remaining knowledgeable in area(s) of expertise
- Maintain an active caseload providing interventions as needed and within area of expertise and limits of credentials
- Arrange or provide transportation for clients, to and from appointments
- Assist clients with relevant goal development and implementation of strategies to assist with goals
- Identify clients who may require services and promote the service to them/make suggestions for services that may assist the client
- Provide support to new staff in client services as well as assist with their orientation (allow for job shadowing)

Education

- University Degree or College Diploma in Social Work or Social Service Worker

Experience

- Minimum of two years' experience working in the social service field

Qualifications

- Bilingualism (French/English)
- Good working knowledge of Microsoft Office (Word, Excel, Outlook, Access, PowerPoint)
- Excellent oral and written communication skills
- Strong skills in critical thinking, decision making and analysis
- The ability to work collaboratively as a member of an interdisciplinary team
- Valid driver's license with a clean driver's abstract , for insurance purposes, required
- Awareness of HIFIS, SPDAT, CRMS, Outcome Star considered an asset
- Knowledge of the Housing First approach

Working Conditions

- Must adhere to strict deadlines and be able to manage and respond to competing priorities
- Must be comfortable working in a challenging environment that has the potential for confrontation and/or exposure to violence
- Ability to handle emergency situations should they arise
- Primarily Office Setting
- May be expected to assist in moving clients into housing