



JOB DESCRIPTION

Title:	Journey Home Intensive Case Manager
Reports to:	Adsum Housing Support Program Manager
Located at:	Outreach based, office space at The 107 Dartmouth and East Preston
Hours of work:	40 hours per week Monday - Friday, 8:30 a.m. – 4:30 p.m. with some flexibility and occasional evening and weekend work
Rate of pay:	\$22.30/hour or \$46,384 annual plus benefits

About us

Family homelessness is a huge burden for the province and the people living it. We know the problem is vastly underreported and underestimated. Parents do what they can to avoid staying in shelters, in cars and campers or public spaces where they might draw attention. They try to stay invisible.

We know that families from some communities such as East Preston are overrepresented within child protection systems. We believe that Journey Home holds the key to a different path. Pairing wrap-around community-rich services with housing provides a real opportunity to keep a family housed safely, supported and together. Adsum for Women & Children and the East Preston Family Resource Centre have a shared interest in developing a Housing First model that is culturally appropriate, and a safe service to support racialized families while building a program rooted in the community.

Adsum for Women & Children seeks to lead change in housing through advocacy, supports and services to end homelessness. The organization provides emergency shelter and permanent housing and services and supports specifically for women, families and gender expansive persons who experience homelessness or housing insecurity. One program called Diverting Families from Shelter to Home is proving effective in ending family homelessness and keeping children out of shelters.

East Preston Family Resource Centre serves people in and around the community of East Preston with a variety of programs for ages 0 to 99. From pre and postnatal classes, to youth groups, family and parenting workshops, the Resource Centre responds to the needs and interests of community members.

This new project will embed the lessons, experience and knowledge that Adsum has gained in ending family homelessness in an African Nova Scotian community. Journey Home will bridge a gap in the delivery of homelessness services and build capacity within community to offer services that are culturally appropriate, safe and effective.

Position summary

As the Intensive Case Manager with Journey Home, you will be integral to this program. Both the position and the program are being established to address the immediate need for safe emergency housing and longer-term secure housing for families in the community of East Preston. You will be introduced and trained to use a range of interventions including safety planning, rapid re-housing and ongoing outreach.

DUTIES AND RESPONSIBILITIES

- Ensure the program delivery is congruent with the mission, vision, and philosophy.
- Work in accordance with our policies, procedures, and philosophy of practice.
- Work with women, families and trans identified persons and programs offered by the Family Resource Centre and Adsum to create effective housing plans that address the issues of those who experience homelessness. You will work with families in the creation of shelter diversion, housing, and goal planning.
- Provide support to families and manage a point-based caseload of approximately 15-20 points based on an acuity rating scale.
- Liaise and develop relationships with landlords and property managers within HRM.
- Develop a list of viable housing stock and options for families transitioning to independence within this housing program.
- Provide intake, assessment and referral services, assistance in accessing resources, crisis intervention and eviction prevention services, outreach, mediation for families in relation to the Housing Support program.
- Liaise with other agencies on behalf of families and participate in community committees, projects, or activities as appropriate.
- Advocate with community agencies to ensure that the needs, barriers, and strengths of families who are at-risk and homeless are addressed.
- Provide one-on-one drop-in appointments in order to help families get on the By Name List and to offer advocacy, supportive counselling, or find services to best meet their needs.
- Work in collaboration with Housing Support Workers at Adsum.
- Conduct public education presentations about the issues of homeless women and children.
- Complete and maintain records, assessments, daily statistics, and files, and ensure confidentiality is protected.

- Compile statistics and data for clients accessing housing supports that will assist with the outcomes and evaluation of this housing initiative.
- Participate in internal committees, projects, and activities.
- Assist in program and service development to ensure that quality, effective and client-centered programs, and services are delivered.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER REQUIREMENTS

- Demonstrated high level of understanding of the issues of homelessness.
- Demonstrate high level of understanding in a Housing First model and approach.
- Demonstrated skill using anti-oppressive practice (harm reduction, a client-directed approach, and a social justice perspective).
- Demonstrated knowledge of and connections to the East Preston community or surrounding communities.
- Knowledge of mental health issues, substance abuse and crisis intervention.
- Knowledge of Trusteeship programs and effective money management.
- Demonstrated exceptional level of interpersonal, communication, client service and organizational skills.
- Demonstrated ability to build appropriate and healthy rapport with at-risk families.
- Extensive knowledge of community resources and the social service delivery system.
- Ability to work in a team environment.
- On call duties may be required
- Proficiency in Microsoft Word, Excel, PowerPoint, Outlook and using the Internet.

EDUCATION AND EXPERIENCE

- Bachelor of Social Work **OR** an undergraduate degree and Human Services diploma **OR** other relevant undergraduate degree **OR** significant relevant experience in this field.
- Experience working with at-risk and persons experiencing homelessness providing case management and advocacy is an asset.
- Non-violent crisis intervention, suicide intervention, standard first aid or a commitment to secure those requirements within six months of being hired.
- Experience in program development.
- Experience working for a walk-in centre or a non-profit organization is an asset.

Our goal is to be a diverse workforce that is representative, at all job levels, of the citizens we serve. Due to the nature of this project, this is a designated position that is restricted to members of the African Nova Scotian community.

TO APPLY:

Submit a cover letter and resume to:

Hiring Committee Journey Home

2421 Brunswick Street, Halifax, NS B3K 2Z4 Fax (902) 423-9336

Email: adsum@adsumforwomen.org

No phone calls, please.