

Temporary Housing Case Manager and JaWS Supervisor



Full-time Temporary

40 hours per week.

This is a temporary position to cover a leave which may be terminated within 24 hours notice.

Anticipated start date: ASAP

Starting Wage: \$ 24.88 per hour.

Shift: Monday - Friday 9:00 a.m. to 5:30 p.m. with flexibility to work weekends and evenings, as required. Travel between 1JustCity sites required.
During Just a Warm Sleep (JaWS) from November 1 to March 31 responsible for scheduling time to train and supervise / connect with staff on all shifts.

Reports to: Housing and Shelter Lead

About 1JustCity

1JustCity operates drop-in sites in three core area neighborhoods in Winnipeg: the Osborne Village, Pimicikamak Wellness Centre, and West Broadway. In the winter months, we also operate an Emergency Overnight Warming Shelter called Just a Warm Sleep.

We provide services to over 1200 unique individuals weekly and work with people living in poverty; experiencing homelessness or precarious housing, mental health issues and/or addiction, social isolation, oppression due to race or gender identity, and more.

Learn more: 1justcity.ca.

Job Description

The Housing Case Manager and JaWS Supervisor assists 1JustCity guests who are homeless or at risk of homelessness or eviction to find housing and help remove barriers that may keep them unhoused. Housing Case Manager reports to the Housing Lead and is responsible for assisting guests that require housing support with help navigating the housing market. A significant part of this position is eviction

prevention through advocacy with EIA and landlords, and may include helping a client make their existing housing more tenable.

The Housing Case Manager will support housing needs at all three 1JustCity sites.

The Housing Case Manager and JaWS Supervisor is responsible for oversight of the day-to-day operations of the shelter that runs November to March each year. They provide training, support and supervision to Just a Warm Sleep staff and volunteers.

Responsibilities

- Advocate on behalf of participants on a case-by-case basis with various systems, i.e. Child and Family Services, Employment and Income Assistance, Legal Aid, Health, Addictions, Justice etc.
- Find housing in accordance with the needs of the guest. May include emergency or transitional housing.
- Coordinate with landlords and caretakers to obtain and maintain housing and prevent eviction.
- Conduct home visits in and provide support as needed such as coordinate cleaning, rent, treatments, etc. to ensure the tenant stays housed.
- Support guests in attaining housing stability through eviction prevention and life skills development (may also include crisis intervention).
- Provide information, referrals and system navigation support to families.
- Support participants to prepare for external appointments and accompany participants to offer support and companionship as needed.
- Assist participants to make informed decisions in hopes of improving their quality of life, and be able to advocate appropriately for themselves.
- Maintain accurate and organized participant related files, statistics, and records of activity, enter data into databases and other information systems and ensure all service statistics are completed in a timely manner.
- Maintain accurate and up-to-date documentation on all interactions with participants.
- Support the strategic direction of 1JustCity's vision and goals through active engagement, leadership and aid on-going initiatives.

During Just a Warm Sleep

- Provides supervision of the JaWS staff and volunteers and daily functioning of the shelter.
- -Participates in the recruitment process and training of staff in the JAWS program.
- Trains staff/volunteers and supervises procedures as directed by the Housing/Shelter Lead.
- Assists with operational tasks such as setting up the space, preparing food, cleaning, intake procedures and community resource referrals.
- Reviews and debriefs escalated situations, incidents, and emergencies, providing conflict resolution, crisis intervention, performing first aid if required, completing or reviewing incident reports and other reports and data collection as required.
- Reviews JAWS daily communication log and meets daily with Housing/Shelter Lead.
- Provides direction and/or feedback to the JaWS staff and volunteers.

- Monitors usage and restocks supplies. Submits supply requests to Housing/Shelter Lead for approval.
- Works a rotation so all evening shifts, staff, and volunteers are provided with oversight and feedback on a monthly basis, or more if required.
- Identifies improvements and any gaps in services and seeks solutions to take to the Housing and Shelter Lead.

Essential Skills and Experience

- Demonstrated understanding of working with marginalized communities, including the ability to use an anti-oppression lens and awareness of the social determinants of health.
- Experience working collaboratively with community organizations and with vulnerable populations, particularly those experiencing drug or alcohol dependencies, mental illness, and homelessness.
- Knowledge of the impacts of colonization, residential schools, the 60's scoop, child welfare system, and the genocide of Indigenous peoples.
- Cultural competency skills, knowledge, experience, and awareness.
- Excellent interpersonal communication, listening skills, and oral and written communication skills..
- Demonstrated conflict de-escalation and resolution skills, combined with the ability to maintain a positive collaborative relationship among staff.
- The ability to build relationships with individuals from diverse backgrounds.
- A working knowledge of the Province of Manitoba Residential Tenancies Act.
- Excellent advocacy skills as well as knowledge and experience with EIA and housing systems.
- Have a keen awareness of internal and external resources, such as government systems and mechanisms experienced for participants, a familiarity with resources that are available to at-risk individuals in Winnipeg; specifically housing and social services.and an ability to establish interim resources where gaps exist.
- Capacity to build and maintain strong relationships with guests, partner agencies, service providers and landlords.
- Ability to work in a high stress environment with a non-judgemental and accepting attitude.
- Ability to demonstrate personal and professional boundaries. Professional and responsible with sensitive and confidential issues, creative problem solving and strong advocacy skills.
- Ability to be on-call.
- Demonstrates analytical and problem solving skills. Responsible, organized, and detail oriented with the ability to prioritize effectively and make sound decisions in an "at times, chaotic" environment..
- Ability to work independently, as well as the ability to work with other team members in a collaborative, positive way.
- Strong commitment to harm reduction and trauma informed care approaches..
- Experience working within the not-for-profit sector.

Education

- Post-secondary degree in the Social Services or relevant experience
- Preference will be given to candidates with Urban and Inner City Studies Certificate or Diploma.
- 3-5 years of experience working with homeless, marginalized, intergenerational trauma, exploited populations.
- Knowledge of urban homelessness systems and initiatives, with ability to navigate community resources and government agencies.
- Experience or willingness to learn Homeless Individuals and Families Information System (HIFIS). HIFIS Training an asset.

Requirements

- Minimum of 1 to 3 years of experience working in a similar role. Minimum 1 year experience in a supervisory position.
- Clear Criminal Record check with vulnerable sector, child and adult abuse registry checks.
- Proficiency in MS Office, Google Products and general comfort with technology.
- Valid Manitoba driver's license and daily access to a vehicle is required.
- Valid Level C-CPR and AED training, NVCI, ASIST training, and valid OPRT Certificate
- HIFIS experience and training.
- Valid Food Handlers Certificate.

Working Conditions

- Fast paced environment with occasional high pressure or emergent situations.
- Work is performed primarily in an office setting, in the gathering space at 1JustCity sites, visiting guests and landlords, and in the shelter. Some physical work, including lifting, bending, climbing stairs, carrying up to 50 pounds is likely.
- Is likely to encounter challenging behaviors.
- This position requires flexible hours to allow for attendance at meetings and includes oversight and support on evenings, holidays, or weekends.
- Possibility to encounter sharps, weapons, harmful substances and other high risk materials.

1JustCity is an equal opportunity employer and we encourage individuals of minority, who are comfortable, to self-identify. Preference will be given to Indigenous candidates.

Please include contact information (preferred phone number and email address) in your resume and cover letter. Identify in the subject line the name of the position you are applying for.

Please apply on ca.indeed.com or by email to jobpostings@1justcity.ca.

We will accept resumes until the position is filled.

We thank everyone for their interest, however only candidates selected for an interview will be contacted. Resumes of qualified individuals will be kept on file for 6 months.