

Housing Case Manager

Full Time – 35 Hours per Week



Shift: Monday to Friday, 8:30 a.m. to 4:00 p.m.
Occasional evenings and weekends shifts may be available as an option to meet organizational needs.

Salary: \$23.81 hourly (~\$47,000 annually)

Reports to: Housing and Shelter Lead

About 1JustCity

1JustCity supports over 1,200 people each week facing poverty, homelessness, mental health challenges, addiction, and social isolation.

In winter, we operate an emergency warming shelter offering a safe place to sleep, meals, showers, laundry, and evening activities such as movies, games, and culturally relevant programs.

About the Role

The Housing Case Manager builds strong, trusting relationships with people who are experiencing or at risk of homelessness. You'll connect with individuals who may have experienced trauma, discrimination, or deep system distrust and it's your ability to approach with authenticity and respect that makes a lasting impact.

If you're someone who believes in walking alongside people rather than leading from ahead, this could be the role for you.

This is more than a case management job, it is about helping people navigate housing challenges and supporting them to stay housed. You will provide practical help and emotional support, advocating within systems and showing up consistently for those who may not be used to stability.

Job Purpose

Support housing initiatives by assisting community members with housing access, eviction prevention, and advocacy under the guidance of the Housing and Shelter Lead.

Key Responsibilities

- Build rapport with guests, often starting with casual conversations and growing trust over time.
- Complete housing assessments and develop personalized support plans.
- Support guests in locating, applying for, and securing housing.
- Attend and support guests during apartment viewings as part of community outreach efforts.

- Assist with obtaining essential documents (ID, birth certificates, health cards, taxes, etc.).
- Provide eviction prevention, including landlord mediation and RTB hearing support.
- Advocate within systems (EIA, healthcare, legal, social services) to reduce barriers.
- Provide ongoing case management for a minimum of 12 months post-housing.
- Assist with logistics of guest moves when needed.
- Collaborate with colleagues and partners to deliver wraparound support.
- Keep accurate records of guest progress and program outcomes.

What You Bring:

- A genuine ability to connect with people from all walks of life, especially those who may be guarded or in crisis.
- Comfort approaching new people, having vulnerable conversations, and patiently earning trust.
- 1–3 years experience in housing, case management, or outreach is an asset.
- Post-secondary education in Social Work, Urban & Inner City Studies, or related fields.
- Knowledge of the Residential Tenancies Act, EIA, and Winnipeg housing systems.
- Strong organizational skills and sound judgment under pressure.
- Demonstrated ability to work from a trauma-informed, harm reduction, and anti-oppressive lens, with cultural humility and respect for Indigenous world views.
- Must be able to treat all people regardless of sex, religion, culture, gender identification, race, or colour with respect and acceptance.
- Valid Manitoba Class 5 driver's license and reliable vehicle.
- Skilled in the use of Google Workspace. Working knowledge of HIFIS is an asset.
- CPR First Aid required.
- NVC, ASIST, Mental Health First Aid is an asset.
- Some physical work, including lifting, bending, climbing stairs, carrying up to 50 pounds.

1JustCity is committed to employment equity, diversity, and inclusion and to creating a workplace reflective of the community we serve. We encourage applications from all qualified individuals, with a strong priority placed on increasing Indigenous representation on our team. We also welcome applications from racialized and 2SLGBTQIA+ individuals. Accommodations as needed are available upon request throughout the hiring process.

Please submit a resume and cover letter to the attention of the Hiring Committee with the title of the position you are applying for in the subject line. A cover letter should indicate how your experience meets the job requirements. Please include contact information (telephone number and/or email address) in your application. Applications will be reviewed until the positions are filled.

Please apply on Indeed or by email: jobpostings@1justcity.ca.

Applications accepted until the position is filled. We thank everyone for their interest, however only candidates selected for an interview will be contacted.