

Housing Case Manager

Full-time Permanent

Anticipated start date: ASAP



Starting Wage: \$24.25 per hour

5 Step Salary Scale with annual performance based increases

Annual COLA increases

Generous Benefit package

Shift: Days with evening and weekend hours as required.

Reports to: Housing and Shelter Lead

About 1JustCity

1JustCity operates drop-in sites in three vulnerable Winnipeg neighborhoods: the West End, West Broadway, and Osborne Village. 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 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.

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.

Essential Skills and Experience

- 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 and an ability to establish interim resources where gaps exist.
- Capacity to build and maintain strong relationships with partner agencies, service providers and landlords.
- 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.
- Must have a familiarity with resources that are available to at-risk individuals in Winnipeg; specifically housing and social services.

- Strong understanding of empowerment, harm reduction and trauma informed care philosophies.
- Experience working within the not-for-profit sector.
- Cultural competency skills, knowledge, experience, and awareness.
- Professional and responsible with sensitive and confidential issues, creative problem solving and strong advocacy skills.
- Responsible, organized, and detail oriented with the ability to multitask and prioritize in a fast-paced environment with minimal supervision.
- Excellent interpersonal, conflict resolution, communication and written skills.

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 is an asset
- Level C-CPR, NVCI, ASIST training an asset

Requirements

- Minimum of 1 to 3 years of experience working in a similar role.
- Criminal Record Check, Child Abuse Check and Driver's Abstract.
- Proficiency in MS Office, Google Products and general comfort with technology.
- Driver's license and daily access to a vehicle is required.
- A clear criminal record check and child abuse registry is required due to the nature of the position.

Working Conditions

- Fast paced environment with occasional high pressure or emergent situations.
- Work is performed primarily in an office setting location, using standard office equipment.
- Some physical work, including lifting, bending, climbing stairs, carrying up to 35 pounds is likely.
- Is likely to encounter challenging behaviors.

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 thank everyone for their interest, however only candidates selected for an interview will be contacted.