

## **CITY OF HAMILTON**

### **CITYHOUSING HAMILTON** **(COMMUNITY SAFETY & SUPPORT SECTION – LOCATION – TBD)**

#### **INTENSIVE CASE MANAGER – CUPE 5167**

#### **SUMMARY OF DUTIES**

Reporting to the Supervisor, Community Support, the Intensive Case Manager is responsible to help tenants maintain their housing and achieve an optimum quality of life through development of trauma informed case plans that will enhance life skills, address health and mental health needs and build capacity.

Intensive Case Managers (ICMs) provide support to those tenants who are at a high risk of eviction due to issues that impact their ability to maintain housing. These include, but are not limited to mental, physical and emotional health concerns, addictions, trauma, excessive clutter, concurrent disorders etc. ICMs conduct assessments, build life skills to maintain housing, facilitate referrals to community service agencies, assist with conflict resolution, provide crisis intervention where necessary, and help tenants navigate the CHH system.

Responsible to work collaboratively with the CityHousing Hamilton Community Safety Team and Tenant Services Team, as well as all other sections within CityHousing Hamilton/City of Hamilton and a wide variety of community partners, agencies and organizations.

#### **GENERAL DUTIES**

Provides early identification and intervention with high needs tenants who are at a high risk of eviction.

Assesses, investigates, resolves and/or refers issues and concerns of a diverse and often vulnerable tenant population using tact and diplomacy.

Provides tenant-centred services driven by strength-based Service Plans, developed in collaboration with the tenant. Reviews service plans monthly.

Maintains a case load of 25 to 30 high needs tenants who are accepted on a referral and assessment basis.

Works closely with site team to problem solve and intervene in complex situations.

Supports Tenant Service Workers and works with community agencies in acute crisis interventions as necessary.

Focuses on working closely with tenants to help them build life skills needed to maintain housing. This can include housekeeping, budgeting, attending appointments, understanding lease agreements and obligations, etc.

Reduces client barriers to health, social, financial, addiction, recreational and educational programs and supports through advocacy both within CHH and with community agencies.

As a representative of CityHousing Hamilton, actively participates in community and in-house initiatives, multi-agency networking/case conferencing to ensure effective service delivery for hard to serve individuals.

Ensures strict confidentiality of all information received. Ensures all information is accurate and up to date.

Attends Landlord and Tenant Board hearings and evictions as required.

Enters data into the tenant databases (NORTHGATE). Compiles, prepares, and formats reports utilizing the Northgate system relating to all activities with tenants. Completes statistical reports as required.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

### **QUALIFICATIONS**

1. Demonstrated thorough knowledge of social housing issues which includes related policies, programs and objectives normally obtained through a two-year Community College Diploma or Degree in Social Service Worker, Social Work or related discipline plus significant relevant work experience.
2. Previous work experience in social services an asset.
3. Demonstrated experience working with vulnerable populations including, those living with addictions, mental health concerns, physical, cognitive and emotional disabilities, psychiatric illness, trauma, concurrent disorders, imminent homelessness, poverty and gender-based violence.
4. Demonstrated experience providing person-centered, trauma-informed, anti-racist anti-oppressive informed services and supports to individuals with diverse experiences and identities.
5. Demonstrated solid understanding of Housing Services Act, Social Housing Reform Act 2000, Residential Tenancies Act and related legislation. Working knowledge of social housing operations, (including basic rent-geared-to-income calculations).
6. Knowledge of local community resources such as, but not limited to: LHIN/Ontario Health Teams, Ontario Works (OW), Ontario Disability Support Program (ODSP), Catholic Family Services, Children's Aid Society (CAS), Catholic Children's Aid Society (CCAS), Access to Housing, Alcohol Drugs and Gambling Services (ADGS), senior support services, mental health support services and community legal clinics.
7. Demonstrated ability to effectively manage a complex caseload in a fast paced, deadline oriented and constantly changing environment. Knowledge and utilization of client-centred, trauma-informed approaches.
8. Demonstrated experience in eviction prevention including knowledge of arrears actions as per CHH policies and procedures. Proven ability to assess needs of high risk tenants presenting with significant social, physical, mental and environmental barriers that can interfere with a successful tenancy.
9. Knowledge and experience of Trauma Informed Care, Harm Reduction, Conflict Resolution and Non-Violent Crisis Intervention techniques required. Demonstrated working experience in de-escalation of crisis situations with ability to recognize, analyze and respond appropriately in emergency situations.
10. Previous experience in an interdisciplinary team environment and demonstrated ability to self-manage, work independently, set priorities, meet deadlines, take initiative and to carry out instruction without detailed direction.
11. Excellent interviewing, report writing and communication skills (written and oral); flexibility in adapting to change, able to set boundaries, experience in mediation, ability to build strong working relationships inside and outside of CHH, above average planning, triaging and organizational skills; excellent and effective communication skills and rapport building ability (with both clients and community resources).
12. Previous demonstrated ability to work in potentially unfavourable conditions preferred.
13. Working knowledge of computer software applications Microsoft Office (Outlook, Word and Excel). Ability to learn new database and software.
14. Provision of reliable transportation by the individual for use on the job.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTHY AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.

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