



JOB DESCRIPTION

Position title: Shelter Case Planner
Department: Shelter
Reports to: Shelter Manager
Date: November 2020

Our Vision

A neighborhood where every person's worth is celebrated and all people thrive.

Our Mission:

We seek a just society, nurturing spirits through ministry, housing, advocacy and community services.

Our Core Values

Acceptance – we practice a presence of acceptance – caring for people no matter who they are, no matter where they are on life's journey, no matter their race, gender identity/expression, or who they love. We meet people where they are and offer help when asked.

Discernment – we develop and grow our skill at using critical thinking and judgement in our interactions with the community we serve. We know that behaviour is in itself communication, and sometimes rules cannot be one-size-fits-all. And that the world does need rules. We use the same skills to plan how the organization should respond to the neighbourhood we serve.

Empathy – we practice empathy – truly seeing and hearing the experience of those around us. Empathy communicates to those we serve: "You are not alone."

Accountability – we show up and we go the extra mile. We deal with our own issues and we take ownership and responsibility for our work and its impact.

Social Justice – we aspire to a sustainable and equitable society.

Each job within the First United Church Community Ministry Society should in some way promote our accomplishment of this vision and mission.

POSITION OBJECTIVE

The Shelter Case Planner reports to the Shelter manager and is part of a team providing a daily presence of support to shelter residents and other community members. The Shelter Case Planner provides a variety of duties and case planning services to the men and women staying in the First United Church Community Ministry Society emergency shelter including, and not limited to assessment of needs, crisis intervention, Housing, financial stability, connecting people to primary health care, addictions and mental health supports. In addition, the Case Planner builds trusting relationships with shelter residents and other community members to help stabilize and improve the quality of life for individuals.

DUTIES AND RESPONSIBILITIES

- Work interchangeably with the other Shelter Case Planner. Ensure the safety and security of shelter residents in all areas of the shelter. Covers breaks and fills in when necessary as shelter resources workers. Perform shelter intakes, engage one-to-one with shelter residents and drop-in participants. Assist with the general cleanliness and organization of the Shelter areas as needed.
- Be a warm, welcoming and calming presence for the men and women staying with the First United emergency shelter and others from the community using our services. Engage and develop relationships with each individual through active and attentive listening.
- Act as the first point of contact for men and women staying in the emergency shelter. Complete intakes, discuss extensions, make referrals, ensure basic shelter, food and hygiene needs are met.
- Assist Shelter residents to identify personalized goals and assist to develop a flexible service plan to meet those goals which may include financial management, housing/housing retention, treatment and recovery, medical and ongoing health/mental health, addictions, and safety, check-in on progress made in reaching the service goals, to modify the service plan as necessary.
- Whenever appropriate and when time is permitted, and as they are able, Case Planners may provide consultation and referrals for community members not currently registered at the shelter, particularly where individuals have previously resided at the shelter, or where issues of homelessness or housing are involved.
- Participate as a team member of the whole First United organization. Stay knowledgeable of and be active in daily operations, daily shift reports, programs, and services. To ensure a safe and caring environment by responding to emergency issues and supporting others by sharing knowledge and information.

- Be the point of contact person for all outreach services as it relates to community members or residents. Liaise with other service providers based on shelter resident disclosure and documented observations, assistance may involve taking shelter residents to appointments.
- Maintain daily documentation and sharing through HIFIS, daily case notes, incident reports, statistical reporting on housing (retention and acquired), and by attending quarterly all staff meetings. Share community information on a need to know basis to all staff as it pertains to the daily work of First United.
- Engage and support volunteers in activities provided to the community by giving tours, orientation, training, maintaining their schedules and providing ongoing support during their time with First United.
- Assists in providing orientation to new employees or practicum students by performing duties as familiarizing individuals with the policies and procedures or equipment of the facility, work area, and demonstrating work procedures. Give tours of services when required.
- Act as the back-up point person for the Shift Supervisor when needed. Duties will include sending daily shift reports, managing crises, managing the bed list, scheduling and answering the shift supervisor phone and other duties.
- Meet regularly with the Shelter Manager and review the provision of case planning services and dealing with appropriate administrative issues.
- Complete necessary administrative work such as monthly statistics, filing, monthly schedule, calendar, HIFIS updates, month end reports and any other loose ends.

SCOPE OF RESPONSIBILITY

Supervisory/Management responsibility

None

Financial responsibility

None

LATITUDE

- The incumbent works fairly independently. If clarification is required, it is expected that the incumbent will request further direction from the Shelter Manager.

INTERNAL/EXTERNAL RELATIONSHIPS

- Regular communication is maintained with all levels of staff and Community Members.

QUALIFICATIONS

- Ability to maintain a calm, welcoming, empathetic and professional demeanor with vulnerable individuals.
- Ability to provide support to vulnerable individuals with a focus on complex case planning
- Experience in a non-profit outreach/case-planning related environment, e.g. outreach worker, personal development plan Worker, Case Worker a must.
- Proven ability to work in a team environment.
- Must be able to pass a Criminal Record Check.
- Effective working relationship building skills and boundary setting with vulnerable populations.
- Strong knowledge and familiarity with external services such as the mental health system, financial resources and support systems, Housing organizations and Addiction support organizations.
- Demonstrated sound and quick decision-making and organizational skills.
- Ability to discern relevant information, apply critical thinking and facilitate the resolution of challenging situations using diplomacy, tact, and persuasion.
- Exceptional communication skills required (written and verbal) and the ability and experience of dealing with and de-escalating conflict in a fluid work environment is essential.
- Demonstrated a strong community-member focused philosophy in all interactions.
- Strong knowledge and expertise in coaching, facilitation, listening, group and team skills.
- Demonstrated a high level of initiative, self-direction, flexibility and ability to adapt to, lead and manage changing situations.
- Willingness to participate and show initiative, and to participate in community events and applicable training.

EDUCATION

- Social Work candidacy or other relevant degree a must or a combination of education (in human services field) and experience combined.
- 2 years of relevant experience in the area of case planning
- Thorough knowledge in the cycle of violence against women
- Knowledge of a Housing First perspective
- Crisis intervention certificate
- Knowledge of harm reduction approach

SPECIAL TRAINING

- Training or understanding the effects of addictions, mental health, and poverty issues.

- Basic counseling skills an asset
- First Aid, CPR - considered an asset.
- Good Computer Skills (Microsoft Office).

Union Position: UFCW 1518

Starting Wage: \$23.23