

## Case Manager The Prelude Permanent | Full Time

### What we do and why we do it:

The Prelude is a housing first program that services formerly homeless men and women ages 24 - 65. Our philosophy is that everyone is entitled to appropriate housing and the supports they need to sustain that housing. We deliver service within an Intensive Case Management model, through the lens of harm reduction and housing first. Our tenants are occasionally on community treatment orders and have polysubstance use with a high focus on alcohol and methamphetamines.

Reporting to the Team Lead, The Case Manager works within a multidisciplinary team, and provides ongoing intensive case management supports to program participants which focus on; physical/mental health and substance use awareness, system navigation, coaching, crisis support, life skills development, and meeting social, cultural and basic needs. The Case Manager understands the population we serve and prides themselves on providing an inclusive and safe environment for all program participants as they establish and maintain permanent housing.

### What you will do:

#### *Program Philosophy*

- Offer culturally sensitive services where indicated
- Uphold the principles of Harm Reduction and Housing First
- Understand the Residential Tenancy Act
- Understand and follow program policies and procedures

#### *Administrative*

- Understand and practice from the Standards of Accreditation (CAC)
- Complete monthly evidence-based assessments tools with program participants, and required data entry (HMIS and CIVI etc.)
- Create, implement and update client-centred service plan goals, safety planning, wellness contracts and treatment plans
- Complete daily administrative shift duties

#### *Client Care*

- Provide case management, using an Intensive Case Management model, to individuals exiting homelessness
- Support program participants who experience acute, severe and persistent mental health and substance use disorders
- Connect participants to appropriate services in the community and assist in facilitating referrals as needed
- Willingness to teach and support participants in their suites and community settings with daily living skills (e.g. cooking, cleaning, financial literacy, grocery shopping, budgeting, laundry, etc.)
- Help identify risk factors which could lead to eviction, and work alongside program participants to reduce the likelihood of eviction, including supporting with monthly room inspections
- Accompany and/or provide transportation support to external appointments, and assist with activities of daily living
- Advocate for the rights of program participants
- Aid participants with systems navigation including justice, financial, and health care system(s)
- Assist participants with obtaining and maintaining income supports
- Assist program participants with rent payment and rental arrear payment plans as needed
- Understand and support participants with medication assistance as required
- Demonstrate strong crisis support and de-escalation skills
- Openness to a wide scope of practice with commitment to innovation and flexibility

### *Team*

- Demonstrate exceptional written and oral communication skills including active listening skills
- Actively participate in team and treatment planning meetings
- Demonstrate initiative and an ability to work as an effective member of a team under minimal supervision, supporting colleagues as needed
- Display a high degree of professionalism as well as collaborate with partner agencies
- Welcome and provide ongoing feedback to promote a healthy workplace environment, strong team cohesion and exceptional program delivery
- Commitment to contributing positively to team culture

### *Program Tasks*

- Adhere to all health and safety regulations in the building
- Complete daily cleaning duties and assist with prep/clean up for participant's activities as needed (meals, recreation etc.)
- Facilitate monthly recreation group

### **What you bring:**

- Bachelor's degree in a relevant field is an asset; diploma with relevant experience will be considered
- Experience working in the homelessness sector, along with strong knowledge of community resources is required. Practicum experience will be considered
- Must be knowledgeable and comfortable working within harm reduction, housing first, strength based, natural and logical consequences, and trauma informed care techniques as well as an understanding of anti-oppressive practice
- A strong foundation in addictions and mental health, including schizophrenia, personality disorders, PTSD and trauma
- Knowledge, skills and abilities to work with complex individuals experiencing addictions, mental health, isolation, homelessness and poverty concerns
- Ability to work independently and with confidence when navigating conflict or at risk populations
- An ability to work with a diverse range of individuals including demonstrating a commitment to continuous learning and providing appropriate person-centred supports for LGBTQ2IA+, Indigenous peoples and persons with culturally diverse backgrounds
- Exceptional communication, organization, advocacy, teaching, and rapport-building skills
- An ability to adapt and effectively build relationships with hard to engage individuals while maintaining appropriate boundaries and ethics
- Assertive, professional and positive, with an ability to effectively represent the organization
- Experience with management alcohol programming and opioid replacement therapy (Suboxone and Methadone) considered an asset
- Standard First Aid – Level C CPR & AED within 30 days of hire date, certification must be valid for a minimum of 6 months upon hire
- A class 5 non-GDL drivers license, clean drivers abstract, and a personal vehicle that can be used for work purposes with \$2 million in liability coverage are required
- A satisfactory vulnerable sector criminal record clearance and child welfare intervention check are required
- Knowledge of the United Nations Declaration on the Rights of Indigenous People (UNDRIP) and the Truth and Reconciliation Commissions (TRC) 94 Calls to Action is an asset

**Working Environment:**

- The Prelude is a 24/7 residential program; the majority of the work will be done on-site
- 1 FTE (37.5 hours/week). Shifts fall between 7am – 10pm Monday through Friday
- Scheduling will be based on a rotation in conjunction with other full time staff members
- Continuous extended periods of sitting, standing, and walking
- Frequent climbing/carrying objects up or down stairwells
- Occasional driving as part of work duties
- Occasional physical action; requires the ability to bend/crouch, reach above shoulder height, kneel/crawl, and carry objects (up to and over 20lbs.) throughout shift. This includes lifting or transferring clients who require assistance supporting themselves.
- Occasional time outside in all weather conditions

**Driving on Behalf of The Alex:**

This position is required to drive your own or Alex vehicles for work purposes. Where required, candidates must show proof of a class 5 non-GDL driver's license, a personal vehicle, a clean 5-year drivers abstract, and \$2 million liability insurance to meet our insurance providers requirements.

**How to apply:**

If you are as passionate as we are about making a difference in people's lives, please visit our career centre: [Join Us - The Alex](#)

*This job posting will remain open until a suitable candidate is found. We thank all applicants for their interest, however, only those selected for an interview will be contacted.*