



POSITION TITLE:	CASE MANAGER
LOCATION:	LUCY'S PLACE
REPORTS TO:	MANAGEMENT TEAM
JOB TYPE:	FULL-TIME, PERMANENT
POSTING DATE:	JANUARY 15, 2023
CLOSING DATE:	WHEN FILLED

The Busby Centre is a community not-for-profit organization working from a non-judgmental approach to advocate for, and improve conditions, for individuals and families within the County of Simcoe, and South Georgian Bay, are experiencing homelessness or at imminent risk.

THE POSITION

Reporting to the Management Team, Case Managers are to perform duties as outline in the team manual or as assigned by the Management Team. These duties include, but are not limited to:

- Case Managers will conduct themselves in a professional manner with dealing with residents, members of the community, volunteers, community partners, emergency services and staff of the Busby Centre
- All interactions with participants will be trauma practiced, be participant centered
- Engage participants in conversations regarding housing, goal setting and achieve the goal of obtaining permanent housing within the transitional housing timeframe (less than four years)
- Assist residents with their individual housing plan
- Assist residents with life skill building and implementation
- Maintain a presence in the building and clearly communicate the guidelines of Lucy's Place to residents
- Ensure all case notes and documentation are updated regularly and in good standing
- Ensure effective communication between staff, residents, and Management
- Cleaning common spaces
- General wellness checks of residents
- Specific location and/or perimeter (inside and outside) checks
- Actively participate in all required training
- Communicate issues such as health and safety, staffing, resident and public concerns with Health and Safety Rep and Managers
- Assist with Meal prep on certain days during the week
- Complete and maintain logs and progression details in Communication Book and participant files
- Review pervious communication logs and progression details in participants file who you are assigned to work with.
- As well as all other duties as assigned



REQUIRED COMPETENCIES

- Completion of a Human Services, Community Support, Social Service Work, Psychology, Sociology, Addictions, or a Health-Related discipline is considered an asset
- Previous work experience in a social service environment is a definite recommendation
- Excellent Analytical Skills and interpersonal skills
- Proficient in communication skills, both, written and verbal
- Excellent professional boundaries
- Ability to work effectively with a diverse population
- Knowledge of community resources for homelessness, health, mental health, and substance use for Simcoe County area
- Understanding of the needs of marginalized adults and homelessness issues
- Experience working in distress and/or high-stress situations, which may include emergency response
- Eager to learn new systems and adopt improved best practices
- Must be acceptable of industry risks, including encountering bodily fluids, medical emergencies, and possible substance exposure
- Proficient use of computers, Microsoft Office, Teams, and any other type of applicable program

WORKING CONDITIONS

Front-line staff can be exposed to emotionally disturbing events, such as medical distress or working with individuals with compromised mental health. Staff could be working in high-stress situations, which may include emergency response where resiliency, stress tolerance and the ability to maintain composure, remain calm and focused is imperative. Shifts are mostly day and evenings on a schedule. Staff are expected to work shifts within the hours of 5am-11pm, including weekdays, weekends, and statutory holidays. Exposure to bodily fluids may also occur however PPE and proper training is provided to staff

Job Types: Full-time Permanent

Starting salary: Starting at \$20.50/hour, negotiable depending on experience

TO APPLY:

- Please visit indeed.ca to apply or email your cover letter, resume and references to careers@busbycentre.ca