



Job Posting

URGENTLY HIRING

POSITION TITLE: Outreach Case Manager

DEPARTMENT/PROGRAM: Barrie Area & South Georgian Bay Communities

REPORTS TO: Leadership Team

PURPOSE: Busby Centre provides safe, respectful, and welcoming overnight accommodation and daytime drop-in services, meals and access to housing focused supports to those experiencing or at-risk of experiencing homelessness and/or food insecurity in the city of Barrie and South Georgian Bay.

The Busby Centre is a community-based agency that believes in the Housing First philosophies and practices. We strive to improve the quality of life for people who are struggling with chronic homelessness, significant mental health issues and substance misuse. Our program provides individuals a place to stay and staff support 24/7, along with a variety of on-site services to help people experiencing homelessness transition to housing and successfully stay housed.

We are currently seeking individuals to assist in the seamless functioning of our housing-focused programming throughout the duration of the operating day. We are hiring Housing Focused Case Managers for shifts including days, evenings and overnight, including weekends. The position would work in our Emergency Shelter program and our Social Service HUB, in a supportive role to assist participants in feeling that they belong to and are engaged in the community.

Please note: This is a PERMANENT contract, subject to yearly renewal based on employee performance and the availability of sufficient program funding. FULLTIME and PARTTIME positions available.

LOCATION: Barrie & South Georgian Bay Communities

RESPONSIBILITIES:

- Brief Case Management, In-reach, and Data Management
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- Work in a collaborative way with other staff, volunteers and agencies providing service to participants, ensuring active communication and empathetic listening.
- Ensure that participants have completed all required paperwork and are entered quickly and efficiently into the computer database (HIFIS).

- Model and actively promote a positive environment, where every individual is treated with courtesy, respect, and compassion. We strive to maintain a firm, but fair atmosphere.
- Ensure that records including case notes and communication log are maintained, reflecting accurate, concise, and relevant record keeping promoting effective communication between staff and enhance service goals.
- Use de-escalation and lifesaving skills when required.
- Staff members shall maintain professional boundaries and not have personal relationships with participants or exchange personal information.
- Participate in a shift change briefing at the beginning/end of shifts.
- Wear job appropriate clothing, as per the organizational interim dress code.
- Review and update the activities logbook at the end of each shift.
- Complete other duties as assigned.

OCCUPATIONAL HEALTH & SAFETY:

All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others. All employees are expected to learn, understand, and adhere to the Busby Centre's health and safety policies and procedures and keep up to date on any changes, particularly as it relates to new/emerging information related to infection prevention and control.

QUALIFICATIONS:

- Diploma or degree in social services related field along with relevant experience.
 - Willing to consider individuals in progress of obtaining the same.
- Excellent administrative skills including case management and computer use.
 - Experience using and working knowledge of HIFIS an asset.
- Lived experience of homelessness and/or experience working with homeless and/or marginalized individuals is an asset.
- Demonstrated competence to work with challenging behaviour and stressful situations and possess effective conflict and crisis management skills.
- Knowledge of current social issues related to homelessness, mental illness and substance use preferred, and have a working knowledge of community resources.
- Excellent interpersonal, verbal, and written communication skills and ability to set effective personal boundaries with both clients and co-workers.
- Proven ability to problem-solve, multi-task and work both independently and as an effective team member.
- Certification or ability to become certified as soon as possible in NVCI (Non-Violent Crisis Intervention) and Level C First Aid and CPR, including working knowledge of AED is required.
- Vulnerable Sector Screening (Police Check) required.
- Must be a minimum of 25 years old for insurance and a clean driver's abstract.

SCHEDULE/WORKING CONDITIONS:

Contract, **starting as soon as possible**. The available positions may entail a flexible schedule, encompassing day, evening and night shifts or a combination of all, as well as weekday and weekend shifts. This position works in a direct capacity with vulnerable individuals experiencing a myriad of challenges.

WAGE: Starting at \$22.00

HOW TO APPLY:

Email your resume and a cover letter explaining what makes you a great candidate for this position. Please send to Human Resources at careers@busbycentre.ca. Please quote "Outreach Case Manager" in the subject line of your email. The Busby Centre is a progressive work environment committed to the principle of employment equity, to respecting diversity and to providing employees with a work environment free of discrimination and harassment. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and organizational needs.