

## **INTERNAL/EXTERNAL**

<b>Position:</b>	Post Incarceration Housing Access & Follow-Up Case Manager
<b>Type:</b>	Bargaining Unit, Contract (12 months), Full Time
<b>Number of Positions:</b>	1
<b>Number of Hours:</b>	37.5 per week
<b>Rate of Pay:</b>	\$25.74 per hour
<b>Supervisor:</b>	Manager, Housing Access and Support Services
<b>Program:</b>	Post-Incarceration Housing Access and Follow-up Program
<b>Posting Date:</b>	Sept. 5, 2019
<b>Application Deadline:</b>	Sept. 19, 2019
<b>Location:</b>	59 Adelaide St. E

Fred Victor is a not-for-profit, multi-service community-based organization that has assisted people living on low incomes in Toronto for close to 120 years. We work in partnership with women and men from diverse backgrounds who face poverty, homelessness, mental health issues, addictions, and/or social isolation to address their needs and hopes and advocate for a more equitable society. Fred Victor works to uphold the values of respect, choice and inclusion. Please see our website at [www.fredvictor.org](http://www.fredvictor.org)

The Post-Incarceration Housing Access and Follow-up Program assists people charged with low-risk criminal offences who are experiencing mental illness to access and maintain housing and other supports in the community after being released from custody and provide intensive one-to-one practical support and client centered case management for one year, with the goal of breaking the cycle of homelessness.

## **RESPONSIBILITIES:**

### **1. Assessment and Outreach**

- Assess the clients' eligibility for the program using program assessment tool.
- Assess the client's community support needs and wishes (i.e. daily living skills, housing, finances, social networks, vocational and educational goals and environmental resources).
- Engage with clients to explain the assessment process, the role of the Housing and Follow-up Worker and Fred Victor.
- Outreach to establish effective community relationships and develop landlord relationships.
- Develop relationships with discharge planners, duty councils, probation officers to identify suitable individuals to be referred to the Post-Incarceration Housing Program.

### **2. Support to Access Housing**

- Assist clients in completing Housing Connections application and/or a reactivation of their file in order for them to be able to access Rent Geared to Income Housing
- Assist clients and stakeholders in housing searches; provide direct support to attend interviews with housing providers; arrange move-ins and act as a resource/liaison with workers and support service agencies.
- Make all appropriate housing referrals to both private and non-profit housing providers.
- Develop housing referral relationships with private landlords and develop and maintain an information base on various housing options and landlords.
- Develop a case management and support plans.

- Provide flexible, intensive one-on-one individual support and follow-up to the clients and assist them to find permanent housing.

### **3. Support to Maintain Housing**

- Provide case management for up to one year after moving in; develop a recovery oriented plan with the client and provide support services which include but are not limited to: mental health support, independent living skills, budgeting, social skills teaching, social recreational activities, advocacy and family education, eviction prevention, crisis management, and discharge/termination of service plans.
- Perform regular check-ins with the clients to reduce the risk of social isolation and, when possible, develop peer support and/or program connections.
- Perform regular house visits to determine the quality of life and measure the level of life skills and, when necessary provide practical, hands-on support to address any issues.
- Work with clients to ensure that rent is paid on time (e.g. by accompanying clients to the bank, setting up direct payments, monthly contact with landlord, etc.).
- Deal with and support clients to maintain housing while addressing behaviour that affects the clients' ability to retain housing (e.g. personal habits, guest traffic, social isolation, mental health, addictions, personal hygiene, etc.).
- Encourage and support clients to problem-solve and access community resources.
- Work collaboratively with the client's treatment support network and other relevant service providers to create Mental Health Support, Crisis Plan and follow-up.
- Educate clients about their responsibilities as tenants in order to maintain housing, and about the Tenant Protection Act (TPA) process, specifically in areas of non-payment of rent and breach of obligations under the TPA.
- Intervene with client and housing provider to reduce the risk of eviction. Negotiate and mediate conflict with landlords and clients.
- Conduct regular contact with clients other supports and landlord and, when necessary hold case conferencing meetings.
- Provide flexible, intensive one-on-one individual support and follow-up to clients.
- Provide individual support to client with complex mental health and addiction issues.

### **4. Administration/Organizational**

- Work as a member of a team with other Fred Victor Housing Workers and Community Workers of other organizations to ensure the program operates efficiently and effectively.
- Maintain program and agency documentation as per policies and Post-Incarceration Program requirements.
- Maintain active client files and update case-notes within 24 hours
- Maintain confidentiality as per "Personal Health Information Protection Act."
- Work with the Program Manager to identify and meet professional development needs.
- Participate in agency and other meetings and initiatives as appropriate.
- Develop and maintain collaborative relationships with key supports and resources in the community.
- Develop and maintain open and effective working relationships with lead partner agencies.
- Promote the values and mission of Fred Victor.
- Other duties as assigned by Program Manager.

## **QUALIFICATIONS:**

- Post-secondary education with a degree or diploma in Social Work, Social Services, or Health.
- Two years working with individual 16 and over experiencing severe and persistent mental health issues or concurrent disorder.
- Case management experience in an interdisciplinary team environment is an asset.
- Knowledge of the Criminal Justice System is essential.
- A systemic analysis of the causes of the over representation of people with mental health problems in the Criminal Justice System.
- Extensive knowledge of the Tenant Protection Act, and systemic issues related to housing, poverty and mental health.
- Demonstrated knowledge of housing options within Toronto (private and non-profit), resources and relevant legislation.
- Sound knowledge of issues related to mental health treatment and recovery.
- Committed to working in partnerships and within an anti-oppression framework.
- Ability to communicate effectively and respectfully with clients, families and other supports.
- Strong in self-motivation and working in a team; excellent problem solving and decision making skills.
- Computer literacy in Microsoft (Word, Excel, PowerPoint, Outlook); experience in Pirouette, OCAN, and IAR is an asset.
- Direct personal experience of the mental health system is an asset.
- Ability to speak a second language is an asset.

## **HOW TO APPLY:**

Please send your resume and cover letter **by 5 pm on Thursday Sept. 19<sup>th</sup>, 2019** to the hiring manager:

**Kuriat Yusuf**  
**kyusuf@fredvictor.org**

quoting [Job #2019-PIH-09](#) in the subject line

**A Police Records Check is required by the final candidate(s) prior to hiring.**

*We strive to foster a workplace that reflects the diversity of the community we serve and welcome applications from all qualified candidates.*

*Fred Victor is also committed to developing an inclusive, accessible selection process and work environment. If contacted, please advise the hiring manager if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.*