



Job Description

Position Title: Housing Case Coordinator (Homelessness Response)

Department: Housing Department

Reports To: Homelessness Response Supervisor

Purpose

The Housing Case Coordinator will provide support and coordination via outreach to individuals needing or using emergency short term accommodations. The coordinator will provide intensive wrap around housing supports to engage, educate, and assist with connecting to appropriate services and housing options.

The Housing Case Coordinator will work with a defined caseload of individuals experiencing homelessness as well as provide outreach as needed within Grey County. The role has a focus on housing diversion by engaging with households experiencing homelessness and identifying opportunities for short term housing options while working on a longer-term housing stabilization plan.

As a social work professional, the Housing Case Coordinator will use a planned and collaborative approach to provide case management and housing supports to individuals living with complex concurrent disorders or acutely elevated risk to reduce their risk of homelessness, crisis, or hospitalization and promote an improved quality of life.

Responsibilities

Community Outreach & Engagement

- Perform morning outreach to engage with households experiencing homelessness and accessing the Grey County Short Term housing program.
- Perform intake and referrals for the Grey Bruce By-Name List supporting the Coordinated Access System.
- Utilize The Homeless Individuals and Families Information System (HIFIS) to support the Coordinated Access system and provide
- Inform short term housing users of the rules of the short-term program

- Build relationships and work with local motel owners, not for profit and for-profit landlords.
- Perform short term unit inspections and bring concerns to property owners
- Act as liaison with caregivers, support workers, social, community, and medical and law enforcement agencies that may be involved with residents to facilitate a coordinated approach to service provision

Support Households Experiencing Homelessness

- Provide case management supports for identified households with a focus on housing stabilization.
- Develop, implement, and monitor individual case management, housing diversion, and intervention plans for each resident in collaboration with other members of the team
- Make referrals for specialized supports for residents based on their goals, needs, and choices
- Identify opportunities for short term diversion from homelessness with a focus on long term stabilization.

General

- Provide crisis intervention, conflict resolution, and use negotiation skills, as necessary
- Provide feedback to the Homelessness Response Supervisor and Coordinated Access System around gaps in the short-term housing program
- Participate as an active member of a multi-disciplinary team with demonstrated flexibility in adapting to job demands and dynamic work environments
- Other duties as assigned by the Homelessness Response Supervisor

Working Conditions

Usual hours of work are 35 hours per week; core hours are 8:30 AM to 4:30 PM. Work is performed mostly in the community providing morning community outreach Monday to Friday. Work is mostly split 30% in office setting and 70% in community.

The Housing Case Coordinator travels throughout Grey County. The successful candidate would exhibit excellent risk assessment skills to ensure health and safety when visiting residents in community.

Some overtime is required to cope with deadlines, peak periods, unexpected situations that arise. Occasionally works evenings and weekend hours in emergency situations.

Internal Working Relationships

Receives direction and guidance from the Homelessness Response Supervisor. Is in constant contact and working with Grey County housing staff, social services staff, and paramedic services staff.

There is constant contact to provide guidance and direction, ensure compliance with operational policies and procedures, and resolve concerns for clients.

External Working Relationships

Works closely with other front-line workers of community agencies that provide social services supports, as well as mental health and addictions front line support workers. The case coordinator will form relationships with local landlords both in the non-profit and for-profit sector to facilitate options for Grey County residents experiencing homelessness.

Knowledge and Skill

- Minimum of 3 years' Experience in Social Services Programs or Community Related Agency engaging with diverse populations
- Post-secondary education in Social and Behavioral Sciences, Community Development, or equivalent discipline
- Demonstrated ability to work with individuals who live with multiple challenges related to marginalization, mental illness, substance use, complex health challenges, street level sex work, poverty, and trauma.
- Exceptional relationship building skills and outcome-based approach problem solving skills

- Proven computer skills, including effective working skills of MS Word, Excel, Outlook, and HIFIS
- Knowledge of the Housing Services Act, Residential Tenancies Act
- Knowledge of community support agencies and the services or resources available
- Strong report writing skills; ability to write clear, concise, objective observations of behavior.
- Strong organizational and time management skills; able to take initiative and possess a positive team attitude.
- Ability to use sound judgement and problem-solving skills based on policies and procedures; willingness to promote our corporate philosophy.
- Must possess a valid driver's license, have access to a reliable vehicle, and carry adequate insurance.

Impact of Error

Failure to engage with clients and appropriate connect to services can lead to increased time experiencing homelessness. Individuals could remain in at risk situations if appropriate services are not provided leading to negative public image, and loss of confidence in services provided by Grey County Housing.

Failure to mediate conflict with landlords and new tenants or provide reasonable education and planning can result in the loss of housing options in the private rental market.

Failure to properly store, maintain, or share confidential information could result in a loss of confidence in the services offered by Grey County Housing, legal action against the County.

Failure to complete and submit case documentation in a timely manner could negatively impact the work and assessment abilities of professionals involved with the family, resulting in legal action against external service coordinators and/or the County of Grey.