



**Employment Opportunity  
Housing Based Case Manager  
(Full-time Position)  
January 2018**

Are you an innovative Indigenous case manager who has experience helping people find housing? Do you have experience in intensive case management? Are you passionate about helping others on their healing journey? If so, this opportunity is for you!

The Wabano Centre for Aboriginal Health is an award-winning Health Access Centre that provides holistic health services to First Nation, Inuit and Métis people living in Ottawa - one of the fastest growing and diverse urban Indigenous communities in Canada. Wabano is a fast-paced, client-oriented organization that models the Indigenous values of balance, respect and community interdependence.

The Housing Based Case Manager (HBCM) provides housing for medium to high-acuity clients approved by the City of Ottawa's Housing First Program. After the client is housed, the HBCM provides intensive case management to ensure that the client has all of the needed resources and support to maintain housing.

**Responsibilities**

- Provide comprehensive housing-based case management services to support Aboriginal people who are unsheltered and/or staying in emergency shelters to become housed.
- Complete SPDAT assessments and other assessments, as required;
- *Provide support in all facets* of the clients life as identified by the client, including (but not limited to): housing, employment, financial aid, health care, social supports;
- Visit prospective housing with clients and assist with lease-signing, where necessary
- Engage clients "where they are at" – on street, shelter or location where they feel comfortable.
- Serve as an advocate for client/community members re: access to services, enhancing cultural sensitivity and respect;
- Promote Aboriginal beliefs, values and traditions that enhance health;
- Provide services to clients at a time which best meets their needs, which includes evenings and weekends as directed by manager;
- Maintain appropriate and confidential records of all clients;



- Gather accurate statistical data and input into the appropriate software on a regular basis.
- Create external partnerships to maximize client service and/or improve inter-agency relationships in the Aboriginal community.

### **Qualifications and Experience**

- A post-secondary degree in social services, addictions, community service or an equivalent combination of education and work experience;
- Knowledge of community resources necessary to support housing stability and long-term housing retention in Ottawa;
- Knowledge of Wabano services and external resources;
- Knowledge of case management principles and tools;
- 3 yrs experience working with homeless and at risk First Nation, Inuit or Métis population;
- Knowledge of social, economic and health issues relevant to the urban Aboriginal community;
- Demonstrated ability to communicate effectively with Aboriginal clients, including a sound knowledge and understanding of the issues that impact on culture in contemporary society;
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of stakeholders;
- Strong organizational and negotiating skills and the ability to handle sensitive issues with tact and diplomacy
- Excellent oral and written communications and computer skills;
- Knowledge of Indigenous and non-Indigenous community resources and related services;
- Excellent time management skills, ability to multi-task and prioritize;
- Trained in CPR-First AID level C, ASSIST, Non Violent Crisis Intervention or willingness to acquire the training.

### **Specifications:**

- Preference will be given to **First Nations, Inuit or Métis** candidates (please self-identify)
- Criminal reference check for working with vulnerable people required.

To pursue this opportunity, please submit a covering letter and Curriculum Vitae by **February 2, 2018** to [jobs@wabano.com](mailto:jobs@wabano.com).

We thank all those who apply. Only those selected for further consideration will be contacted. Wabano is committed to providing employment accommodation in



accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If contacted for an employment opportunity or interviewing, please advise if you require accommodation.