



North End
COMMUNITY
HEALTH CENTRE
MOSH Housing First

INTENSIVE CASE MANAGER, HOUSING FIRST Internal/External Opportunity Brief

Position: Intensive Case Manager (*unionized position under NSGEU Local 102*)
Reports to: MOSH Housing First Manager
Location: 107 Albro Lake Road + Outreach based
Pay Scale: \$25.64 + benefits. Pay will commensurate with experience
Work term: 1 year term position with the possibility of extension
Hours: 37.5 hours per week, schedule determined by Manager
Deadline: November 24, 2022

To ensure our organization represents the diverse people and communities we serve, this posting is designated for African Nova Scotian, Indigenous, People of Color and/or Transgender or gender diverse people.

About NECHC

The North End Community Health Centre (NECHC) was established in 1971 in response to an absence of primary health care and other health services in Halifax's North End. Located on Gottingen Street, we are in the heart of a unique and culturally diverse community. Today, governed by the North End Community Health Association, the NECHC is viewed by area residents as a "beacon of hope" in the community. Much more than a Primary Care Clinic, the NECHC has expanded in response to unmet needs of community members and is highly-valued by its patients and clients and their families. NECHC provides services to those living on the margins of society, through MOSH, Housing First and a wide range of community outreach initiatives.

Vision

Strong community - healthy people.

Mission

We support health and well-being in our community through quality primary health care, education and advocacy in an environment in which people are treated with respect and dignity and there is equitable access to services and programs.

Values

Respect. Community. Compassion. Excellence. Innovation

Diversity, Equity and Inclusion Commitment

The North End Community Health Centre is committed to being an inclusive organization. We are working to ensure our organization represents the diverse people and communities we serve.

In order to self-declare inclusion in equity groups please complete the self-declaration form available on our website at nechc.com/jobs and submit it with your resume and cover letter. Your declaration of membership in any of these equity groups will remain confidential.

Job Purpose

The Mobile Outreach Street Health (MOSH) program of the NECHC is the lead for the Housing First project in Halifax. This project is funded by the federal government until March 31st under the Homelessness Partnering Strategy. All activities associated with Housing First will be managed by the Team Leads for MOSH and Housing First.

The Intensive Case Manager will provide ongoing support to individuals to exit homelessness as they secure and establish permanent housing. Working within the Intensive Case Management model, they will support their individuals in creating a personalized plan and goals. Intensive Case Managers will meet on a regular basis with the individuals on their caseload and provide the necessary supports in order for their client to maintain housing stability and meet their personally developed goals.

Position Responsibilities

Key responsibilities for this position include the following, but are not limited to:

- Develop with the individual a recovery plan that is strength based and grounded in the principles of Housing First and Harm Reduction, and monitor individual progress towards their goals
- Work with an intensive case load of 12 - 15 individuals, providing temporary coverage in case management beyond your caseload, as required
- Provide daily or weekly support to individuals in their home and community to ensure housing stability
- Locate housing for individuals exiting homelessness, as much as possible meeting their individual requirements
- Assist clients with viewing potential housing and completing applications when required
- Attend all lease signings with clients
- Assist clients with obtaining items they need when first moving into housing (to include managing purchases and reimbursement as per administrative requirements)
- Facilitate transportation for clients to support case plan goals (to include driving clients in own vehicle when warranted).
- Maintain relevant, timely and accurate documentation of all client work
- Maintain a clear understanding of the MOSH Housing First eligibility criteria and referral process
- Advocate for clients when required
- Connect clients to community resources, supports and meaningful activities as required
- Respond to all client crises in a timely manner
- Support each client in their own community
- Attend appointments with clients and provide supported referrals as required
- Ensure timely communication with all service agencies providing service to our clients, this includes landlords
- Assist with community building events
- Attend all team meetings
- Maintain client confidentiality and clear boundaries
- Represent the program and agency in the community in a professional manner

- Adhere to the standards set out in the MOSH Housing First procedures manual
- Work collaboratively with all team members, and partnering agencies, to achieve excellent service and outcomes
- Ensure daily contact with the Team Lead and/or other team members

Education and Experience

- Human services and/or relevant post secondary education (psychology, social work) in a related field is preferred and/or equivalent work experience
- Experience working with people with lived experience
- 2 years of experience working with clients at risk

Professional Knowledge, Skills and Abilities

- Strong understanding of systemic issues of homelessness
- Should have a solid understanding of the principles of Housing First and Harm Reduction
- Able to work effectively as part of a team
- Must have personal motor vehicle and valid driver's license to transport clients to and from services in the community
- Staff schedules may include evening and weekend shifts
- Must have superior interpersonal, communication and documentation skills
- Should be self-motivated and able to work with minimal supervision

How to Apply

Those interested in applying for this position should send their resume to employment@nehc.com by **November 24, 2022**. We thank all applicants for their interest, only those selected for an interview will be contacted.

All employees are required to be fully vaccinated against COVID 19. For clarity, "fully vaccinated" means 14 days since having the number of doses or combination of doses of a vaccine approved by Health Canada or local public health agencies in the jurisdiction in which they will be employed. All new hires will be required to provide proof of full vaccination as a condition of employment.