



North End
COMMUNITY
HEALTH CENTRE
MOSH Housing First

INTENSIVE CASE MANAGER, HOUSING FIRST

Position:	Intensive Case Manager (<i>unionized position under NSGEU Local 102</i>)
Reports to:	Housing First Manager
Location:	5527 Nora Bernard + Outreach based
Pay Scale:	\$25.64 + benefits
Work term:	1 year term position with the possibility of extension
Hours:	37.5 hours per week, schedule determined by Manager
Deadline:	August 7, 2023

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

Those who are Two-Spirit, transgender, or gender diverse will be prioritized for this position.

We encourage members who are from the following communities to apply:

- Indigenous
- African Nova Scotian and/or people of African Descent
- People with disabilities
- Language minorities
- People of Colour and/or racially visible minorities
- Immigrant and refugee
- 2SLGBTGDQQIA++
- Connected to the North End of Halifax
- People with lived experience of homelessness, substance use or other relevant experience.

To self-declare inclusion in equity groups please complete the self-declaration form available on our website at nechc.com and submit it with your resume and cover letter.

Your declaration of membership in any of these equity groups will remain confidential.

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

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Job Purpose

Housing First is a program of the North End Community Health Centre in Halifax. This program is funded both by the federal government under the Homelessness Partnering Strategy and the provincial government. All activities associated with Housing First will be managed by the manager of 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 these 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 for the participant 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
- Assist participants with viewing potential housing and completing applications when required
- Attend all lease signings with participants
- Assist participants with obtaining items they need when first moving into housing (to include managing purchases and reimbursement as per administrative requirements)
- Facilitate transportation for participants to support case plan goals (to include driving participants in own vehicle).
- Maintain relevant, timely and accurate documentation of all participant interactions
- Maintain a clear understanding of the MOSH Housing First eligibility criteria and process
- Advocate for participants when required
- Connect participants to community resources, supports and meaningful activities
- Respond to all participant crises in a timely manner
- Support each participant in their own community
- Attend appointments with participants and provide supported referrals as required
- Ensure timely communication with all service agencies providing service to participants, this includes landlords
- Assist with community building events
- Attend all team meetings
- Maintain participant confidentiality and clear boundaries
- Represent the program and agency in the community in a professional manner
- Adhere to the standards set out in the Housing First procedures manual
- Work collaboratively with all team members, and partnering agencies, to achieve excellent service and outcomes
- Ensure daily contact with the Manager and other team members

Education and Experience

- Human services and/or relevant post secondary education (ie-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 participants at risk
- Understanding of diverse 2SLGBTGDQQA++ community health issues and perspectives including by way of lived experience
- Awareness of 2SLGBTGDQQA++ community based cultural and political values and sensitivities

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 participants 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

Please email your resume and cover letter to the employment@nehc.com. Please state the position title in the subject line. Posting closes August 7, 2023. We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Please note that a vulnerable sector criminal record check is required for all NEHC employees working directly with clients, participants and patients, however we acknowledge that criminalization occurs disproportionately in some communities more than others, and a clear record is not required. Any items that come up on such a record check will be discussed confidentially during hiring.

Furthermore, as of October 4, 2021, all new hires will be required to provide proof of full vaccination as a condition of employment.