



Indigenous Intensive Case Manager Internal/External Opportunity Brief

Position:	Indigenous Intensive Case Manager Supported Housing, Designated
Reports to:	Indigenous Wellness Coordinator, and Manager of Supported Housing
Location:	101 Yorkshire Avenue, Extension, Dartmouth, NS
Hourly Pay Scale:	\$27.34 - \$28.56
Work term:	1.0 FTE
Hours:	37.5 hours/week, possibility for weekend and evening working hours, hybrid model of work.
Deadline:	May 15, 2024

This is a unionized position under NEGEU Local 102

** This posting is designated for people of indigenous ancestry and will be given priority. We ask applicants to self-identify and share any marginalized experiences as they wish to share in our Diversity, Equity, and Inclusion commitment. Any disclosure or declaration of belonging to 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.

The Overlook, Supported Housing Project

Our new, ground-breaking harm reduction, peer supported housing project offered in collaboration with North End Community Health Centre and Affordable Housing Association of Nova Scotia (AHANS). The building will host 65 tenants, offering 24/7 support by the Harm Reduction Housing Worker Team offering on-demand harm reduction support and safer supplies. There is an on-site nurse-led clinic, on-site Dispensary, peer-



support, harm reduction counselling. There are connections to our Harm Reduction Programs offered to support such as Safe Supply, and Managed Alcohol Program support workers. The Overlook will house 65 individuals, which in Future, will host our *Melanesian Wing*, Palliative Care supported by our End-of-life Care Coordinator. Tenants can access The Indigenous Wellness Team with focus upon reducing harm, reviving culture in tenants offering access to holistic supports, programs and services offered at The Overlook, and in-community when appropriate.

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. Our position postings encourage members from the following communities to apply:

- 2SLGBTQIA++
- African Nova Scotian and/or people of African Descent
- Indigenous
- People with disabilities
- Language minorities
- People of Color and/or racially visible minorities
- Immigrant and refugee
- Connected to the North End of Halifax

In order to self-declare inclusion in equity groups please complete the self-declaration form available on our website at nehc.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 Indigenous Intensive Case Manager (IICM) will support urban Indigenous tenants with complex needs residing in place-based settings, and scattered site housing. This role will work closely with Indigenous Wellness Team including Indigenous Wellness Coordinator, and Indigenous Case Manager working within interdisciplinary team to support NECHC Tenants, patients, and participants. This role will work primarily on-site The Overlook Supported Housing offering intensive support, programming, referral, system navigation, and cultural support. The Indigenous Wellness Team focuses reducing harm, reviving culture in those receiving support.

The Indigenous Intensive Case manager will provide holistic supports to our diverse urban Indigenous community honoring varying intersectional identities, in addition to the unique spiritualities, and ways of knowing. It will be designed for those needing intensive support. In this role, it will offer culturally informed harm reduction related support and system navigation, linking people to wide range of services including Opioid Agonist Therapy (OAT), safe supply, and/or Managed Alcohol support, and overdose response and improving access to cultural engagement.

Goals

- To offer support rooted in Indigenous Ways of Knowing and Doing through Indigenous harm reduction, person-centered, trauma-informed embodying two-eyed seeing/Tatum approach. With all guided principles of decolonization, indigenization, inclusivity, and person-centeredness and evidence-based approaches.
- To support participants to maintain housing, and achieve optimum quality of life through developing plans, enhancing life skills, addressing health and mental health needs, engaging in meaningful activities, and building social and community relations.
- Enhancing patient experience and care by offering opportunities to access Indigenous Healing practices such as smudging, sweat lodges, and traditional craft.
- Aim to create supportive spaces that honors cultural identities and promote well-being within Indigenous communities by focusing on reconnecting individuals to culture, and revitalizing interconnected relationships,
- Value Cultural Competency, Cultural Safety, and Indigenous knowledge to enhance program delivery, services, and support within NECHC, collaborating with the Indigenous Health Caucus and partnering staff.
- Adhere to prescribed policies and procedures associated with the housing program.



Key Responsibilities

Direct Supports

- Work collaboratively with individuals creating recovery plan that is strength based and grounded in principles of Housing First, and Harm Reduction, and monitor individual progress toward goals.
- Work with case load of 12-15 individuals offering ongoing intensive case management and temporary coverage as needed.
- To offer daily, and weekly home visits to ensure housing stability.
 - *Working with target group of urban indigenous:* First Nations, Inuit and Metis 19 years or older experiencing multiple risk factors including, but not limited to poverty, social isolation, unstable housing, family violence, substance misuse, emotional and mental health challenges and generational trauma
- Provide one-on-one support using a harm reduction approach offering wrap-around holistic support supporting balance of mind, body, emotional, and spiritual.
- Provide intake, assessment, referrals, assistance in accessing resources, crisis intervention, eviction prevention, outreach mediation for participants.
- Facilitate transportation for participants to support case plan goals (to include driving participants in own vehicle when warranted)
- To provide advocacy when required.
- To offer sacred medicines to those supporting and delivering traditional medicine teachings for care, use, storage, growing/picking.
- Supporting folks in finding housing, maintaining, and developing towards personal goals including but not limited to managing problematic guest impacting housing, etc.

Coordination of Care

- To focus on addressing individual strengths and needs and facilitating access through case management and referrals to appropriate community services and supports including but not limited to; traditional healers, elders, physicians, social workers, lawyers, police, housing clinics, and Gladue after-care support workers
- To host circle of care, and/or case conferencing as per individual request or their consenting in-community or internal supports
- To create opportunities by hosting, facilitation, and/or supporting in-community workshops, groups, and programming for both Indigenous and non-indigenous staff, participants/tenants and community members
 - To increase opportunities for land-based activities, traditional art, and crafting
 - To create space for cultural events, ceremonies, and practices
- Engage in collaboration with peers, tenants, community members and staff in development of program, groups, and community engagements to be prioritized throughout journey.



- Participate in regular meetings including but not limited to, team meetings, Health and Wellness, Eviction, ongoing case conferencing/circle of care meetings.
- Obtaining all necessary consents, authorizations for tenant participation in program, and ensure effective communication with other service providers providing linkages, resources, and referrals,

Accountabilities

- Maintain timely and appropriate electronic documentation and participating in overall NECHC supportive housing policies.
- Participate in agency responsibilities including but not limited to; morning meetings, representing at community meetings (including weekly case conference meetings), safety, and monitoring. Partnership responsibilities include intake, partnership meetings, case conferencing, training and committees,
- To support program needs including supply re-ordering, and program space needs including but not limited to, traditional medicines, craft, and foods.

Education and Experience

- 1-3 experience in community-based or non-profit setting
- Strong understanding of colonization, systemic issues of homelessness
- Comprehensive knowledge of the principles of Housing First and Harm Reduction,
- Comprehensive knowledge of community resources, programs and services including ES
- Experience and comfort supporting individuals, group programming, and communities to access cultural teachings, ceremony and develop plans for traditional healing

Additional Knowledge, Skills and Abilities

- Knowledge and experience working with populations experiencing homelessness, poverty, substance use, sex work, and other communities including African Nova Scotian, Indigenous, 2SLGBTQDQIA+ community.
- Proven knowledge and ability in critical thinking, problem-solving, and conflict resolution and/or reconciliation
- Proven ability to work within a team environment with respect, sound judgement, cooperation, sensitivity.
- Highly motivated, proactive and creative with the ability to be adaptive and resilient.
- Valid driver's license and the ability to transport participants is required.
- Core Competency Training: Management, Mental Health/ First Aid, ASIST and NVCI, Cultural Safety, and *subject to changes*.



North End
**COMMUNITY
HEALTH CENTRE**

- Required Vulnerable Sector Check & Child Abuse Registrar

Working Environment

- Supportive, exciting, and challenging environment
- Constant interaction with marginalized and vulnerable people, some reactive, aggressive, or verbally abusive
- Moderate effort is required to perform this role indoors and outdoors including lifting, standing, reaching, sitting, pushing/pulling
- Responsibilities and position structure can change as needed and as things evolve/change.

How to Apply

Those interested in applying for this position should send their cover letter and resume to employment@nehc.com by May 15, 2024.

We thank all applicants for their interest, only those selected for an interview will be contacted.

Note: Vulnerable sector criminal record check is required for all NEHC employees working directly with clients, participants, and patients.