



Case Manager, The Overlook , *DESIGNATED
Internal and External Opportunities Brief**

Position:	Case Manager - Place Based- <i>DESIGNATED</i>
Reports to:	Manager of Supported Housing - The Overlook
Location:	The Overlook
Hourly Pay Scale:	\$27.34 + benefits (<i>unionized position under NSGEU Local 102</i>)
Work term:	1 year term position with the possibility of extension
Hours:	37.5 hours per week, schedule determined by manager
Deadline:	September 24, 2024

*The North End Community Health Centre is committed to being an inclusive organization. To ensure our organization represents the diverse people and communities we serve, this position is designated for individuals who identify as **Indigenous**

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. 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 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:

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 Case Manager - Place Based will provide ongoing support to individuals to exit homelessness as they secure and establish permanent housing at specific sites within HRM. Working within the Case Management model, they will support these individuals in creating a personalized plan and goals. 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.

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.



Position Responsibilities:

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

- To maintain or 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 a case load of 15-30 individuals depending on acuity levels and providing temporary coverage in case management beyond the caseload, as required.
- Work with folks in Place Based housing and Scattered Site housing.
- Provide support to individuals in their home and community to ensure housing stability.
- Locate housing for individuals exiting homelessness, or for those who have lost their housing.
- Assist participants with viewing potential housing and completing applications when required.
- Facilitate transportation for participants to support case plan goals (to include driving participants in own vehicle when warranted).
- Maintain relevant, timely and accurate documentation of all participant work
- Maintain a clear understanding of the Housing First eligibility criteria
- Advocate for participants when required
- Connect participants to community resources, supports and meaningful activities
- Respond to all participant crises in a timely manner.
- 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
- Commit to the development of the organization and participate in internal committees, projects, and activities.
- Ensure daily contact with the Manager and other team members
- Responsibilities and position structure can change as needed and as things evolve/change

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



North End
**COMMUNITY
HEALTH CENTRE**

- Able to work effectively as part of a team.
- Must have a 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

Those interested in applying for this position should send their cover letter and resume to employment@nehc.com by September 24, 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.