

## Housing First Case Manager - Job Description

### **General Description:**

Housing Case Managers are responsible for direct and indirect work of planning with individuals and families towards successfully finding, securing and maintaining a home. Housing Case Managers use core Housing First approaches and Person-Centered Thinking approaches to assess ongoing needs, personal plans, implementation, support referrals and advocate for the Housing First participants.

### **Duties and Responsibilities:**

#### Participant Services Delivery:

1. Accept participant referrals from Integrated Coordinated Access waitlist and arrange a meeting with participant.
2. Assist in locating and securing appropriate housing that supports success and fits within the goals as set out by the participant. Assist in arrangements for moving and acquiring of household items required in establishing a home. Provide support for a rapid re-housing if/when required.
3. Develop participant budget, assess need of financial support and apply to Housing Support Fund for security deposits, first months rent, rent enhancements and rent reliefs as required.
4. Complete monthly rent checks to ensure payment and advocate with landlords when necessary.
5. Provide intensive support in early months and reinforce principles of crisis prevention and intervention. Exit Plan and taper off support as participant independence and confidence increases.
6. Connect with and “advocate for participants as needed to access community resources (Income Supports, AISH, EI, Legal Guidance, landlord meetings, employment skills training, social and recreational activities, etc.)
7. Keep accurate, up to date documentation, assessments and forms of all participants case plans, case notes etc.
8. Facilitate group meetings (case conferences) with participant and strategic supports to gather information, problem solve, and relationship build. i.e. Landlord, AISH, income support worker, etc.
9. Encourage follow-through and independence, reinforcing the participant’s abilities, keeping them in control of their goals and successes. Guide participant to build on their strengths, talents and gifts.
10. Entry of information in data collection systems (SPDAT & ETO) in a timely manner.
11. Manage time and caseload effectively.

#### Ongoing Education/Training:

1. Be current and proficient in core competencies of Housing First (Introduction to Housing First training, Introduction to Case Management, Case Notes and Documentation, SPDAT, ETO, FOIP)
2. Be familiar with and adhere to the Homeless Initiatives Standards of Practice
3. Be proactive in furthering support skills with additional training in: Non-violent crisis intervention, First Aid & CPR, Suicide intervention, Mental Health First Aid, Motivational Interviewing, Universal Precautions, Boundaries training, Crisis Intervention and Communication Skills, etc.
4. Maintain any personal qualifications or education that relates to Human Services or Homelessness.

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## Team/Staff Relations:

1. Work to implement and be an example of Centerpoint's core value of the Person-Centered approach with each other as well as participants.
2. All team members will serve as a backup worker for an assigned case manager. The case manager will be responsible for the other person's phone during their off time from work, whether that be scheduled holidays/personal days or sick leave. The case manager assigned to the phone will handle voicemails, texts, rescheduling, or coordinating with the participant's backup worker if an appointment cannot be moved (e.g., medical visits, move-ins, evictions, viewings).
3. Attend regular internal and external Homelessness Initiative meetings.
4. Work as a team to assist co-workers and other Housing Initiative agencies in planning or problem-solving participant concerns.
5. Be an advocate for the Housing First Initiative in Grande Prairie through your words and actions.

**Hours:** 35/hrs week. Must be flexible & may include weekend/evening work to support participants.

Other related duties which may be required in current position.