



Contract, Full-time

Care Coordinator

House of Friendship – Addiction Services, ShelterCare

At House of Friendship we believe in what we are doing. We get out of bed each day to make a difference in our community; to walk with and to serve. We are not happy with the status quo. We get energy from ongoing learning and growth. We lead with passion and believe without a doubt that everyone deserves to belong and thrive. We live and breathe our values of Compassion, Inclusion, Justice, Dignity and Hope. And we have fun!

Sounds pretty great doesn't it? It is!

The ShelterCare program provides a place to stay and staff support 24/7. ShelterCare creates opportunities where individuals experiencing homelessness have access to on-site, integrated housing and health supports so they can become healthier and housed - exiting the cycle of homelessness for good. ShelterCare utilizes a care coordination approach in order to support participants in accessing resources and develop skills to become housed. The Care Coordinator will work as a member of an interdisciplinary team to support men experiencing homelessness to secure appropriate permanent housing. They will support the men to access the necessary resources, conduct housing searches, connect with community supports, and develop the skills needed to become permanently housed and maintain housing stability. A trauma informed person-centered and housing first approach is demonstrated in one on one and team-based interactions.

****contract position from approximately November 2024 to end of March 2025.**

Full-time hours (37.5 hours per week). Schedule Sunday to Thursday, from 9am to 5pm. Flexibility may be required including possible evening and weekend coverage based on program needs.

Valid G class driver's licence is preferred.

A satisfactory Vulnerable Sector Police Records Check required. **

Key Responsibilities:

- Engage participants in meaningful support relationships to achieve the goal of obtaining permanent housing, wellbeing stability and a successful stay while accessing ShelterCare
- Understand and consistently implement program policies and procedures, including and not limited to: incident reporting, harm reduction, fire prevention, privacy and confidentiality, safe substance use onsite, restrictions and restorative practices, storage of personal belongings, etc.
- Participate in intake conversations and orientation to the program, including expectations and intended program outcomes of their shelter stay
- Work as part of an interdisciplinary team to provide direct and indirect support to participants in building life skills
- These supports may include budgeting, cooking, setting up bank accounts, obtaining ID, and other supports as necessary
- Support with all housing-related activities such as housing searches, attending Matching Table, attending viewings, completing housing applications, etc.



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- Develop, contribute to, and carry out individual support plans, including any relevant assessment tools
- Work individually with participants to identify and achieve goals as it relates to their individual support needs
- Facilitate case conferences, develop safety plans and long/short term support plans
- Responsible for facilitating community inclusion activities
- Connect participants with supportive community resources, including both clinical and informal supports, facilitating case coordination
- Respond to participant complaints/concerns with care, compassion, and efficiency
- Reinforce participants' life skills, including spiritual, social, and coping skills
- In collaboration with the Participant Experience Specialist, develop and facilitate relevant group programming
- Complete required documentation in a thorough and timely manner with a focus on maintaining and protecting participant privacy and confidentiality
- Follow applicable regulations, policies and procedures
- Act as a first responder to medical emergencies/crisis to ensure participants' wellbeing and navigate emergency services to respond
- Attend and participate in all required training to maintain and develop new skills
- Witnessing and responding to crisis. Confidently support conflict de-escalation while addressing behavioural concerns to ensure effective mitigation of risk
- Contribute to a culture of belonging and connection where each person is valued
- There is an inherent level of risk, and at times unpredictability involved in the work we do
- We will work together to ensure we effectively mitigate risk in an effort to create an environment that is physically and psychologically safe for participants, staff and partners
- Participate in scheduled team meetings, program and organizational town halls
- Contribute to the organizational strategic planning process and annual planning processes within the program
- Liaison with local emergency and mental health services (i.e. CMHA, police services, EMS, Here 24/7)

Job Specific Knowledge/Skills:

- Knowledgeable related to the Housing Stability system
- Understanding and knowledge of regional community social services and resources
- Experience of homelessness or relating with people experiencing homelessness
- Passion to support people living on a low income with support needs including mental health and addiction challenges
- Aptitude for accurate and objective note keeping and data entry
- Strong oral and written communication skills
- Commitment to a trauma-informed and strength-based approach to supporting people
- Comfortable responding to emergency situations and providing First Aid/CPR when applicable
- Strong relationship management skills and the ability to engage in meaningful conversations to develop rapport with individuals
- Strong understanding of and commitment to harm reduction and working from a trauma informed lens



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- Some knowledge of Motivational Interviewing as well as an understanding of mental health challenges would be helpful

Education/Experience:

- Two-year post-secondary education in a related field of study (i.e. social services, social work, addictions, mental health, community development etc.)
- 1-2 years' experience in case planning/management with individuals and assisting them in developing life skills
- Experience supporting group activities
- Experience of working with those who have experienced mental health challenges, addictions and trauma

Critical Skills:

- Commitment to understand and uphold the mission and values of House of Friendship is expected
- Exemplary emotional intelligence, resilience, communication, conflict management and problem-solving skills required
- Ability to work professionally as a team member with staff, participants and community members
- Experience or strong interest in working with diverse populations including people from various cultural backgrounds, income levels, and sensitivity to their needs
- Experience with and commitment to using an anti-racism, anti-oppressive and trauma informed approach to consultation, program design, evaluations of processes and service delivery
- Must be dependable, professional, flexible, a team player, and have a positive attitude
- Respectful, supportive and engaging approach to persons with physical and/or cognitive disabilities, addictions, mental illness and other life challenges
- Excellent project, timeline and deadline management skills including skills in logistics, planning and detailed record keeping

Compensation:

At House of Friendship, we know that our team members are the key to the success of our organization and our ability to provide essential services to the community. In support of our mission and in alignment with our values, House of Friendship is committed to ensuring fair, market competitive, and rewarding compensation practices for all of our team members. We aspire to support our team members to create a great work environment where our team is able to thrive, succeed, and have a positive work experience.

House of Friendship compensation practices including our pay grid, have been developed using documented leading pay practices in the not-for-profit sector including [Pathways to Decent Work](#) (Ontario Nonprofit Network) and [Ontario Living Wage Network](#). We value the experience that new team members bring to the organization and have a process in place to review previous related experience for placement on our pay grid.

We value the work that you do with fair pay and benefits:

- Time off includes vacation pay and 2 personal days/year



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- Employee & Family Assistance Program

Rate of Pay:

At House of Friendship all compensation ranges are categorized under a series of “grades” and we base our payment structure on internal equity. When determining rate of pay, a candidate’s past related experience will be taken into consideration.

Grade: 5

Min: \$27.04

Mid: \$31.03

Max: \$35.02

Working Conditions:

- This role works days during both weekdays and weekends on a set schedule
- Travel throughout the Region of Waterloo; generally with House of Friendship fleet vehicles and/or public transit options
- Encountering participants at program sites who may be under the influence of alcohol or other drugs, and/or experiencing symptoms of mental illness can be expected
- Observation of safer consumption

House of Friendship is open and inviting to qualified candidates with lived experience.

We strive to remove barriers that may prevent qualified applicants from fully participating in the recruitment and selection process. Accommodation in accordance with the Ontario Human Rights Code and other applicable legislation is available throughout all stages of the recruitment and selection process. Accommodations will be provided upon request.

If you are as passionate as we are about serving the community, let’s talk.

To apply, please submit your resume and cover letter here:

<https://house-of-friendship.hirehive.com/care-coordinator-kitchener-kgpSyC>

By end of day **November 15, 2024**.