
Career Opportunity

Internal/External



Tungasuvvingat Inuit

Case Manager, Housing Support

Full-time, Indeterminate

If there are no successful Inuit candidates, the position will be offered as a term

It is the mission of Tungasuvvingat Inuit (TI) to broadly provide Inuit-specific programs that contribute to the health and wellbeing of Inuit and to encourage and support similar programs for Inuit across the country. With over 30 years of highly successful experience in crafting the design, development, and delivery of a wide range of effective, client-centered services, TI continues to deliver quality programs and services that directly benefit our growing urban Inuit population.

The Case Manager, Housing Support (CMHS) provides direct support to households (individuals or families) to create an individualized service plan that will help them achieve housing and life stability. The incumbent will serve clients who are in crisis and/or are at imminent risk of housing loss.

Key responsibilities will include:

- Delivering housing services safely and respectfully while maintaining professional rapport with clients, peers, and other community service providers;
- Preparing and participating in client assessment reviews with the team lead;
- Providing referrals to appropriate internal and external service providers;
- Liaising and advocating with other agencies to forge partnerships and to assist clients with financial, legal, housing, child welfare, and medical supports;
- Providing crisis intervention, conflict resolution, suicide intervention, and assistance in family violence situations;
- Assisting clients to obtain identification papers, medical coverage and non-insured health benefits;
- Providing life skills training including community kitchen, budgeting and skills upgrading;
- Recording all client data, including SPDAT for full client cycle and/or discharge;
- Organizing and maintaining client case files in accordance with TI's protocols;
- Assisting at TI's food security and clothing bank program as required; and
- Performing other duties as assigned and related to the position.

Qualifications

The ideal candidate will have a thorough understanding of the Aboriginal and non-Aboriginal housing support and service system of Ottawa, familiarity with the socio-economic landscape as it pertains to Inuit, knowledge of Inuit culture, values, Inuit Qaujimagatuqangit and traditional practices and have commitment to a client-centered approach when working with Inuit.

Excellent interpersonal, written, and verbal communication skills, problem-solving skills, organizational skills, intermediate computer literacy skills (MS Office, email, and internet) and client service skills are necessary.

The ability to work effectively in a busy environment and in stressful situations, handle crisis on-call situations, work independently with a strong sense of focus and work occasional evenings and weekends are all requirements of the position.

The ideal candidate will have a college diploma in human services, social work or a related field of study and 3 years' experience delivering related urban housing services, preferably to Inuit. First aid, CPR and non-violent crisis intervention training is preferred. Fluency in English is required; Inuktitut language skills are a definite asset.

An acceptable combination of related education and experience may be considered.

A vulnerable sector check with results that are acceptable to TI is required as well as a valid driver's license and acceptable driver's abstract.

Salary and Benefits

- TI offers a competitive total compensation package. Employees are provided an exceptional benefits plan which includes major medical and dental coverage for the employee and their dependents, and employee life insurance. TI also offers a Group RRSP benefit plan for eligible staff.
- TI provides paid sick, personal and family sickness leave days, and a 24/7 confidential Employee and Family Assistance Plan.
- Vacation (earn 3 weeks/year).

Deadline for applications is November 17th, 2021.

To apply, please submit your resume and cover letter to careers@tiontario.ca.

TI's Housing Services office is located at 297 Savard Avenue, Ottawa which is conveniently located close to walking and biking trails and all major transportation access points. It is close to major amenities including recreation venues, malls, and restaurants. Parking is free on the premise.

Interested candidates are encouraged to visit our website at tiontario.ca to learn more about our programs and services.

Preference in hiring will be given to qualified Inuit candidates; applicants are encouraged to self-identify.

Accommodations for applicants with disabilities are available upon request.

We thank all interested candidates in advance, but unfortunately, we are only able to respond to those selected for an interview.