



WHOLE WAY HOUSE
RECONNECT. REBUILD. RECENTER

Case Manager/Program Coordinator

Multiple Openings- Job Description
20-40 hours/week

Department: Programs
Location: Supportive Housing, Downtown Eastside, Vancouver, BC
Reports to: Executive Director

Job Summary:

These positions involve coordinating and facilitating programs for the residents of a Single Room Occupancy (SRO) supportive housing building in the Downtown Eastside of Vancouver with vulnerable and marginalized tenants struggling with poverty, mental illness and/or addiction issues. The Program Coordinator and the Case Manager's primary task is to work within the budget to create a safe and welcoming environment for the residents to ReConnect, ReBuild and ReCenter in. This will include establishing supportive relationships with the residents, providing counsel and one on one support, coordinating and teaching volunteers and providing opportunities for feedback and growth. The Program Coordinator(s) will work with the Case Manager(s) and building staff to collaborate information, support plans and a continuum of care outline.

Main Duties and Responsibilities:

Facilitation of programs (daily, weekly, monthly, sporadic)
Providing a safe space for counsel and support for the residents
Hosting and coordinating volunteers and partner organizations for programs and updating communications with residents regarding current programs or changes
Case planning
Keeping up to date and accurate records regarding program data, progress, success, feedback and potential development
Assisting the Executive Director with organizing and coordinating, workshops and special events
Housing support to residents of a Single Room Occupancy Building in the downtown eastside
Assessment of clients and their service needs
Developing respectful and trusting relationships with clients
Developing service plans and goals in partnership with clients
Developing and implementing strategies in partnership with clients
Providing a variety of supports including: assisting with housing needs, assisting with housing stability, assistance with room cleanliness, laundry, personal hygiene, accessing financial aid, accessing medical care, skills teaching, crisis intervention/prevention, advocacy, referrals to other services etc.
Liaison with other mental health and health care providers, physicians, community workers, landlords and family members on behalf of clients
Work collaboratively in a team and with partner agencies
Linking clients to social supports and long-term supports; primary health care; addiction services
Achievement of benchmarks

Knowledge and Experience:

- Able to maintain confidentiality, ethically, regarding sensitive matters regarding the organization and its clientele.
- Related experience working with community support programs and one on one counsel.
- Related experience and knowledge of issues related to poverty, addiction and mental health.



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- Strong interpersonal skills.
- Valid Class 5 driver's license preferred (not required).
- Excellent written, reading and verbal communication skills.
- Proficient use of Microsoft Office, Google and database systems.
- Ability to work independently; self-motivated and disciplined. Ability to work with a team, cooperative, contribution-oriented.
- Manage time effectively and appropriately with little, to no, supervision.
- Able to effectively identify and solve problems and follow through on initiatives.
- Able to complete relevant courses and workshops (provided by WWH or our partners) as assigned by the Executive Director.

Behavioural Competencies:

- **Adaptability / Flexibility**
Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Collaboration and Network Building**
Identify and create external and interdepartmental interdisciplinary networks to support service delivery and achieve organizational objectives.
- **Self-Care**
Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual and emotional health.
- **Self-Management**
Manage emotions and strong feelings while maintaining calm and tactful demeanour under a broad range of challenging circumstances.
- **Teamwork and Cooperation**
Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus building.
- **Hours of Work**
There are multiple opportunities available for these positions. Depending on the qualified candidate, this position may work either 2, 3 or 5 days per week. Some work on scheduled days off may be required. Moderate overtime may be required. Work on weekends and statutory holidays may be required.
- **Compensation**
\$18.50-\$20.50 per hour depending on candidate's qualifications, position and schedule.
- **Start date**
Preferred start date is May 1, 2017 (flexible).

Please email Cover Letter and Resume to Jenny at info@wholewayhouse.ca - due to time restraints, only eligible applicants will be contacted. We thank you for your application.

*NOTE- Qualified applicant may be eligible to combine Program Coordinator role and Case Manager role.