



**TITLE:** Outreach Case Manager - Evenings  
**LOCATION:** 75 Martha Street  
**DEPARTMENT:** Case Management  
**REPORTS TO:** Program Manager, Case Management  
**STARTING WAGE:** \$23.99  
**STATUS:** 1.0 FTE  
**HOURS OF WORK:** Evenings 15:30 – 24:00. Two week rotation:

Sun	Mon	Tues	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
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**POSITION SUMMARY**

The Outreach Case Manager is responsible for connecting to and engaging with people experiencing unsheltered homelessness throughout Winnipeg in an effort to link them to services and housing. Visiting commonly known places where people experiencing homelessness congregate, such as encampments and bus shelters is an expectation of the position. The Outreach Case Manager responds to requests for service made by first responders (police, fire, paramedics), business owners, and community members who encounter people experiencing homelessness.

**KEY RESPONSIBILITIES**

- Develop professional and supportive relationships with people experiencing homelessness staying in outdoor locations or other places not intended as housing throughout Winnipeg
- Identify and document client needs through repeated contacts with clients
- Develop individualized care plans in collaboration with clients addressing short-term and long-term goals
- Provide on-going case management support to assess progress and ensure treatment plan outcomes are met or changed as needed
- Identify in a proactive manner, barriers that restrict and develop strategies that facilitate the client’s ability to meet identified goals
- Provide resources as needed to people seeking services in a way that ensures that the client is an informed decision-making participant
- Respond to inquiries and provide assistance to first responders, business owners, and community members
- Work collaboratively with a multi-disciplinary team within the organization to coordinate support for clients
- Meet with clients in the community and/or in their homes.
- Establish partnerships with landlords, and advocate on behalf of participants
- Maintain accurate and confidential electronic and file records, including statistical data
- Document quantifiable impact on and specific movement towards client’s goals
- Monitor, evaluate and communicate progress of participants with the participants themselves team members and the supervisors on a regular basis
- Actively participate in client- and program-related meetings and trainings
- Attend program-related community, coalition, and committee meetings
- Adhere to professional boundaries and ethics regarding the care of others
- Conduct crisis intervention as needed



**QUALIFICATIONS**

- Minimum of Bachelor's Degree (B.A.) in a related discipline
- Three (3) to five (5) years' experience working in the field of homelessness, mental health, and case management, or a combination of education and experience
- Demonstrated knowledge of case management process's – eligibility, assessment, planning, implementation, evaluating, and transitioning
- Non-violent crisis intervention (NVC), mental health first aid, suicide intervention, and/or trauma informed training considered an asset
- Ability to work with a participant-centered care philosophy
- An understanding and experience in working with culturally diverse populations
- Ability to work collaboratively within a larger community system
- Strong ability to effectively resolve and cope with conflict and/or crisis situations
- Knowledge of Indigenous culture
- Knowledge of community resources available throughout Manitoba
- Knowledge of addictions, mental health diagnosis, and co-occurring disorders
- Ability to manage, assess, and work with challenging behaviours
- Highly developed understanding of and proven ability to communicate appropriate professional boundaries
- Excellent interpersonal skills and the ability to form relationships with community members
- Demonstrated ability to apply Harm Reduction strategies in a trauma informed care setting, and Housing First philosophies in day to day support
- Ability to work independently, under pressure, in a team or independent setting
- Computer proficiency in Microsoft Office and any other database software(s) used to track service delivery
- Ability to occasionally flex hours to meet participant needs

**ADDITIONAL REQUIREMENTS**

- Satisfactory Criminal Record Check with Clear Vulnerable Sector Search and a Clear Adult Abuse Registry Check are required. Employee is responsible for any service charges incurred.
- Valid driver's licence
- Current CPR & basic first aid

**APPLICATION PROCESS:**

When emailing your application, be sure to indicate the correct position information in the **subject line** when applying. **Please indicate which rotation(s) you are interested in.**

<b>Submit required documentation to</b>	<a href="mailto:hr@mainstreetproject.ca">hr@mainstreetproject.ca</a>
<b>Required Documentation</b>	<b>Resume, Cover Letter, Educational Requirement</b>
<b>Subject Line</b>	<b>Outreach Case Manager Evenings</b>

Main Street Project recognizes the importance of building a workforce that is reflective of the community it serves, where culture, language and perspectives drive a high standard of care and service. Therefore, preference will be given to Indigenous people and those who reflect the people/population we serve. Applicants are asked to self-declare in their cover letter along with describing how they meet the above qualifications.

We thank all applicants but only those selected for an interview will be contacted.