



**SHELTER HOUSE**  
T H U N D E R B A Y

Shelter House Thunder Bay  
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## **JOB DESCRIPTION FOR CASE MANAGER**

### **REPORTING RELATIONSHIP**

This position is responsible to and reports directly to the Executive Director.

### **FUNCTION**

The case manager will be responsible for managing client cases and providing guidance and support to the social navigator to ensure Shelter House clientele receive quality services from internal and external service providers.

### **DUTIES AND RESPONSIBILITIES**

- In consultation with Social Navigator and management staff identify clientele who need additional services, advocacy and case management.
- Manage client cases and support Social Navigator to provide quality services to the clientele of Shelter House
- Take the lead in developing case plans and direct Social Navigator on strategies to assist the clientele to access and maintain external supports
- Providing support to Social Navigator to maintain good working relationship with external support networks, government resources, and community resources
- Provide support, guidance and feedback to Social Navigator
- Attend committee meetings with external stakeholders and act as the main contact for Shelter House
- Ensure clients are receiving quality services from internal and external service providers
- Advocating and raising awareness on behalf of clients and the needs of the community and local services
- Responsible for collecting and inputting data to report to funders and governing bodies
- Ensure that clientele obtain necessities such as, identification, housing and wrap around supports to enable them to remain housed afterwards.
- Follow up with Social Navigator to ensure external service providers are fulfilling the clients needs in a timely manner.
- Provide transportation to clients to and from appointments as needed.
- Inputs and maintains client records, assessment notes, staff information and correspondence.

## **HEALTH AND SAFETY**

- Report all health and safety concerns to a representative of the Joint Occupational Health & Safety Committee.
- Take every reasonable precaution to ensure the safety and well-being of staff and clients.

## **OTHER DUTIES AS ASSIGNED**

### **QUALIFICATIONS:**

- Bachelor's degree or college diploma social services sector and relevant experience is preferred.
- Experience working with clients with mental health and/or addictions.
- Ability to work well independently and as part of a team.
- Knowledge and proficiency in current assessment and short-term counselling techniques.
- Ability to deal with crises.
- Ability to work within a client centred and harm reduction approach.
- Strong interpersonal, organizational skills.
- Must have a valid driver's license and access to a vehicle.
- Computer literacy in Microsoft Office.