

**Aboriginal Labour Force Development Circle**

274 Highway 49, Tyendinaga Mohawk Territory, ON

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**POSTING**

**Indigenous Case Worker – Reaching Home**

**TITLE:**  Indigenous Case Worker

**LOCATION:** Shelter, Support & Housing Administration (SSHA), City of Toronto. Metro Hall.

**HEAD OFFICE:** Aboriginal Labour Force Development Circle. 274 Highway 49, Tyendinaga Mohawk Territory, ON, K0K 1X0

**REPORTS DIRECTLY TO:** Reaching Home Manager and works collaboratively with the Indigenous Programs Coordinator, Aboriginal Labour Force Development Circle with ultimate and overall authority to the Executive Director, Aboriginal Labour Force Development Circle.

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| **SUMMARY:**  This position is a contract position, the following job description provides an overview of general duties, roles, responsibilities, key qualifications, and conditions for the position.  The Indigenous Case Worker position will work closely with ALFDC's Indigenous Programs Coordinator to support the City's Shelter, Support and Housing Administration Division ("SSHA") to cocreate and operate a Coordinated Access System, ensuring the system is responsive to Indigenous clients and organizations. With the goal of ending Indigenous homelessness in Toronto, the position supports ongoing commitment to Indigenous data sovereignty ensuring Indigenous people leaving homelessness in Toronto are provided an option to connect with culturally sensitive supports and housing opportunities.  **ROLES AND RESPONSIBILITIES:**   * The Indigenous Case Worker will work collaboratively with Aboriginal Labour Force Development Circle, the City of Toronto's Shelter Support and Housing Administration, Toronto Indigenous Community Advisory Board, and Indigenous led organizations in the housing and homelessness sector to support the Indigenous homeless population in Toronto, by participating in operationalization of the City of Toronto Coordinated Access ensuring responsiveness to the needs of Indigenous communities and organizations. * The position will be responsible for matching people who identify as Indigenous, to housing and supports as part of Toronto’s Coordinated Access System. * Review and confirm eligibility, including identifying when applications or referrals are incomplete to ensure decisions are made in accordance with established policies. * Responds to time sensitive inquiries received by telephone or in writing from applicants, their advocates, interpreters, politicians, housing providers, and the public. * Liaises with housing providers to update and maintain accurate vacancy and tenant records. * Conducts presentations and facilitates training workshops and information sessions to inform referral partners (i.e., shelters, outreach providers), clients, and agency staff about Housing policies and procedures. * Maintains databases, tracks monthly statistics and project progress. Completes accurate reports on service activities. * Collaborates and works effectively and respectfully with management, administrative, etc. staff from both ALFDC and SSHA to facilitate the development of goals and objectives for all programs relevant to Indigenous homelessness. * Uphold and promote harm reduction and housing first principles and practices in all initiatives employing an equity and diversity lens, remaining respectful in both a professional and personal basis. * Participates in community engagement, relationship management and representation when required to build relationships among ALFDC’s agencies, organizations, shelter sites, geographic and/or demographic communities. * Administers quality improvement and risk management activities within assigned area of control. * Attend TICAB meetings, TICAB Coordinated Access subcommittee meetings and required ALFDC meetings to ensure that ALFDC and TICAB are informed about the work that has been implemented and approval for future work. * Attend meetings with SSHA to ensure work is integrated with the development and implementation of a Coordinated Access system.   **KEY QUALIFICATIONS:**   * Post-secondary education in a discipline pertinent to this work or equivalent combination of education and experience. * Experience working in a social services and human services environment. * Experience assisting clients with accessing programs and services they may be eligible for, including making referrals to community agencies specifically. * Experience interpreting and applying legislation, policies, and criteria to determine program eligibility for clients. * Experience with MS Office Suite, data entry, and email management. * Experience developing partnerships with community agencies, staff, and clients. * Ability to work independently in a dynamic, complex environment and organize time and workload effectively. * Ability to effectively communicate orally and in writing, at a supervisory level. * Knowledge of current issues and trends in homelessness, social work, social housing, mental health, addiction, community funding, municipal trends and policies and related legislation. * Always maintains professional integrity and cultural integrity in all aspects of the position-verbal, written and non-verbal. * Ability to effectively prioritize work activities and meet deadlines.   **CONDITIONS:**   * This is a hybrid work model. Work schedule to be agreed upon with supervisor but may be able to work from home, occasionally from Metro Hall, Toronto, and ALFDC head office. * Must be able to work flexible hours including weekends and evenings. Overtime is not allowed with the contract and if overtime absolutely needs to occur than prior approval must be received before it occurs and will not be paid but used as time off. * A regular work week is established at 37.5 hours in consideration of this position. * Criminal Record Check is required. * Valid drivers license is required. * Manual dexterity required to use laptop, desktop computer, labeler, faxes, photocopiers, and other office equipment as needed. Will be required to sit for long periods of time, operating computer and looking at a computer monitor. * Travel on behalf of ALFDC may be required and must receive prior approval before travel occurs. * Familiarity with government legislation in the areas of Occupational Health & Safety. * Must report back to employer (ALFDC) and keep ALFDC apprised of all progress, endeavours related to the contract while being a team player with SSHA and ALFDC staff, Board, Committee, First Nation Chiefs, and all external agencies. * Always maintain professional integrity. * Abrupt, abusive decorum either written, verbal or non-verbal is not tolerated and will result in immediate cancelling of contract/position. * Any deviations or changes from any of the conditions or terms, such as losing a valid driver’s license, must be brought to the attention of the Executive Director immediately.   **Funding has been provided to promote the experience and careers for Indigenous people therefore Indigenous ancestry is preferred for this position.**  **COMPENSATION:**  Range based on experience of $35.84-$39.26 per hour.  **DEADLINE TO APPLY: July 7, 2023, at 1:00 p.m.**  **CONTACT AND SUBMIT RESUME TO: Sherry Maracle, Reaching Home Manager,** [**RH-Manager@alfdc.on.ca**](mailto:RH-Manager@alfdc.on.ca) **Telephone: 613-771-1627.** |



*Providing Indigenous Employment & Training Opportunities.*

*Working with the Indigenous Agencies in the Greater Toronto Area to alleviate and end Indigenous Homelessness.*

*Working with 12 Member First Nations and 10 First Nations’ Daycares.*