



## Employment Opportunity: HOMES Case Coordinator

The West Central Women's Resource Centre (WCWRC) provides services and programming to women and families in the West Central neighborhood of Winnipeg. WCWRC is seeking to hire a Case Coordinator for our HOMES (Housing Options, Mentorship and Economic Security) program. The Case Coordinator will assist community women who are facing housing and economic security issues through a mentorship model.

640 Ellice Avenue  
Winnipeg, MB R3G 0A7  
T (204) 774 8975  
F (204) 783 3173  
[www.wcwrc.ca](http://www.wcwrc.ca)

**Start Date:** as soon as possible

**Salary:** \$18/hr

**Time Requirement:** 30 hours/week

**Application Closing Date:** November 15, 2017

### Responsibilities

#### *Support HOMES Program and Volunteer Mentors*

- Provide orientation and supervision to volunteer HOMES mentors, ensuring all relevant policy and procedures are being followed
- Assist HOMES mentors to navigate EIA and RTB with their participants, including helping mentors prepare for hearings and appeals
- Provide support and direction in the HOMES office for participants experiencing crisis
- Provide coordination of HOMES Program intakes
- Assist the Director of Housing with monthly HOMES team meetings, mentor file reviews and mentor performance reviews
- Assist with other duties such as filing, data entry, organizing meetings/events and outreach.

#### *1-1 Support*

- Make appointments with women calling the centre for support with housing and income support issues
- Meet with women to complete intake form and gather information about their situation
- Suggest and refer to other agencies that might help and make referrals i.e. food bank, Residential Tenancies Branch, furniture depot, counseling
- Ensure necessary follow up calls to arrange appointments, confirm appointments, etc
- Assist women to use resources considering difficulty with language, reading, time
- Work with supervisor to help women prepare for meetings, hearings etc.
- Attend meetings and hearings with women to offer support and companionship
- Participate in community meetings related to strategies to improve the economic and social security, safety, and housing of women
- Crisis intervention
- Advocacy on behalf of participants as required

#### *Reporting*

- Enter data into information management system
- Track files for each year and each mentor
- Maintain accurate records and statistics
- Record hours and maintain record of activities and files for program participants

*Other*

- Attend monthly HOM network meetings
- Attend staff, mentor and program meetings
- In conjunction with other WCWRC staff, provide on-going informal support, referral and direction to community women using the Centre
- Support drop-in and other programming as requested

**Knowledge, Skills and Abilities**

*Essential:*

- Completion of grade 12
- Experience in a supervisory role
- Professional and responsible with sensitive and confidential issues
- Must be participant focused
- Strong advocacy skills
- Strong understanding of empowerment and inclusion frameworks and harm reduction philosophies, and existing knowledge of the issues of marginalization
- Strong written and verbal communication skills
- Excellent organizational and time management skills
- Confident with the use of Microsoft office and outlook

*Preferred:*

- Experience working within the non-profit sector
- Ability to work from a multi-level approach
- Understanding of Community Economic Development Concepts
- Experience working collaboratively with community organizations

**Working conditions:**

- Days
- Sitting long hours

Please submit resume and cover letter to the attention of the Personnel Committee c/o Kirsten Bernas

By e-mail: [housing@wcwrc.ca](mailto:housing@wcwrc.ca)

Mail: Attention Personnel Committee

c/o Kirsten Bernas

West Central Women's Resource Centre

640 Ellice Avenue

Winnipeg, Manitoba

R3G 0A7

The West Central Women's Resource Centre is committed to representing diversity amongst our staff and mentors. Indigenous peoples, visible minorities, persons with disabilities, persons of minority sexual orientations and gender identities are encouraged to apply and self-identify. Thank you.

