



JOB POSTING

POSTING #: 2023-13

POSITION TITLE: CARE COORDINATOR (PERMANENT, FULL-TIME)

THE OPPORTUNITY

Join one of the [Top 100 Charity Organizations](#) today! Since 2010, Charity Intelligence has awarded Eva's with the highest rating available based on financial transparency, accountability to donors and cost-efficiency.

Eva's Turns Youth Homelessness into Home

Youth experiencing homelessness who are Black, Indigenous, 2SLGBTQ+, racialized, or newcomers are overrepresented in the population of youth experiencing homelessness. In Canada, racism, specifically anti-Black and anti-Indigenous racism, permeates society, creating social and health inequities.

To respond to the needs of homeless youth and decrease social and health inequities experienced by Black, Indigenous and racialized youth, culturally responsive supports and services must be provided. These supports center the identities and cultures of young people and affirm their holistic identity, taking into consideration the barriers they navigate in their daily lives. This ensures that services respond to the specific needs of youth instead of compounding the barriers they are already facing.

Eva's was founded in 1989 by Eva Smith, a Jamaican immigrant, advocate, and activist. You can learn more about her legacy here: [Home - Eva's Initiatives for Homeless Youth \(wpengine.com\)](#)

Eva's provides shelter, transitional housing, and health and well-being programming to help youth experiencing or at risk of homelessness in Toronto. Join our expert staff help young people reach their potential and lead fulfilling, healthy lives.

At Eva's, we help young people move from crisis to stability with the ultimate goal of moving to independence. We work with each young person to develop an achievable action plan, attain their goals, and build strong community connections.

ROLE OVERVIEW

The Care Coordinator has experience in case management for youths in the shelter system. They will provide information, referrals, and coordinate services for those needing permanent housing, health care, financial help and/or job training. The coordinator will assist the client's move towards self-sufficiency and will be responsible for developing strategies developing a path to re-housing. The Care Coordinator will work in partnership with other agencies to provide services for youths in all our programs.

RESPONSIBILITIES

- Ensure youth in shelter are assessed within the first week of arrival and begins case management procedure
- Prepare and implement needs assessment and intake procedure at arrival
- Demonstrated ability in working with a trauma informed, harm reduction approach and from an Anti-Black racism, anti-oppression and culturally safe perspective/framework
- Understanding of issues related to youth homelessness, 2SLGBTQ identities, mental health and substance use problems and disorders, and developmental and learning disabilities
- Develop individualized case plans with long-term and short-term goals and objectives.
- Monitor compliance on an ongoing basis to ensure goals are being met
- Maintain accurate documentation of client's progress and ensuring content are kept confidential
- Communicates areas of concerns to Senior Site Managers and work to develop intervention programs
- Collaborate with Site Managers to prepare and enforce regulations for shelter residents
- Makes referrals to agencies and service providers based upon the needs of clients and goals outlined for the program
- Act as an advocate to minimize barriers for clients when seeking services from external stakeholders
- Follows up with referrals to ensure that clients receive and access necessary services in a timely manner.
- Attend meetings at relevant agencies and service providers when needed
- Maintains a professional relationship with clients and conducts all activities in accordance to Eva's policies and procedures
- Monitors client behavior regarding compliance issues and give reminders of expectations regarding program policies and goals to achieve.
- Works with community partners to support efforts at locating and maintaining supportive permanent housing. This includes building relationships with housing agencies, property management companies and private landlords
- Assists client in developing a savings and budget plan in preparation for eventual independent living.
- Coach clients in job preparation and assist them to access other social services such as housing etc.
- Participate in department meetings and meetings required external to the organization.
- Plan, organize and promote homelessness strategies, programs and related activities.
- Other duties as assigned.

QUALIFICATIONS

- College degree in social sciences or equivalent studies.
- Minimum 3 years in shelter management, youth service or youth programming.
- Familiarity with the principles of harm reduction, mental health, and the healthcare delivery systems.
- Ability to work with overrepresented youths including those facing challenges in the areas of mental health, domestic violence, and substance abuse.

- Experience in working with culturally diverse populations, including 2SLGBTQ
- Experience conducting client needs assessment.
- Able to work under pressure, respond to crisis, health, and safety issues, and take appropriate and immediate action.
- Able to maintain privacy and confidentiality of partners and clients.
- Display a high level of initiative, effort, and commitment toward completing assignments efficiently.
- Ability to work flexible schedules (including weekends and evening shifts)
- Ability to distinguish what constitutes a medical or situational emergency.
- Understanding of mandated reporting laws.
- Effective interpersonal, verbal, and written communication skills.
- Ability to excel in a diverse, collaborative team environment.
- First Aid/CPR certification
- Excellent command of Office Suite, especially Microsoft Excel.
- Knowledge of program admission and intake
- Strong writing, reading, listening and speaking communications skills.

SALARY

The position is unionized with a pay rate of \$26 per hour and a comprehensive benefits package.

APPLY

Submit a cover letter and resume in one PDF document by **February 2, 2023** to careers@evas.ca. Be sure to indicate **2023-13 CARE COORDINATOR** in the title. Interviews will be conducted as soon as suitable candidates are identified. No phone calls, please.

CONDITIONS OF EMPLOYMENT

The City of Toronto has put in place a mandatory vaccination directive for City-funded shelters, and Eva's is obligated to comply with this legislation as per our funding agreement. In view of this, new Eva's employees are required to be fully vaccinated against COVID-19 as a condition of hire. New Eva's employees will be required to provide proof of full vaccination status to the People and Culture team via an upload in ADP upon been granted access. This information will remain confidential and will not be disclosed to Eva's staff or management. New Eva's employees will be entitled to reasonable accommodation in accordance with human rights legislation.

Please note that as a condition of employment, the successful applicant must complete a Vulnerable Sector Screening Police Reference Check. Eva's would like to thank all applicants for their interest; however, only those selected for an interview will be contacted. In keeping with our ongoing efforts to represent the diversity of our community, we strongly encourage people from diverse groups to apply. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Eva's provides accommodation, accessible formats, and communication supports for the interview upon request.

Eva's is strongly committed to a workforce that reflects the diversity of the populations we serve. We encourage applications from all qualified individuals including applicants from all cultures, racialized communities, abilities, diverse sexual and gender identities, and others who may contribute to the further diversification of ideas. We are committed to a selection process and work environment that is inclusive and barrier free.

Eva's has taken active steps to reduce the risk of transmission within our shelters, click here to learn what we are doing: <https://www.evas.ca/blog/covid-19-update/>

LAND ACKNOWLEDGEMENT

We acknowledge the land we occupy is the traditional territory of many nations including the Mississauga's of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississauga's of the Credit and the Williams Treaty signed with multiple Mississauga's and Chippewa bands.

We also acknowledge all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past - and those of us who came here involuntarily, particularly forcibly dis-planted Africans, brought here as a result of the Trans-Atlantic Slave Trade and Slavery.

LOOKING TO LEARN AND GROW WITH US?

Check out all our employment opportunities on our website at <https://www.evas.ca/employment/>

Eva's Initiatives for Homeless Youth

Administrative Office: 401 Richmond St W., Suite 245, Toronto, Ontario, M5V 3A8

Email info@evas.ca | Website www.evas.ca

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