



Job Posting

URGENTLY HIRING

POSITION TITLE: Case Manager

DEPARTMENT/PROGRAM: Various Programs

REPORTS TO: Leadership Team

SUBMIT APPLICATION BY: Internal/External - Application Deadline: July 31, 2026

PURPOSE: The Busby Centre is a community-based organization committed to providing safe, respectful, and welcoming services to individuals experiencing or at risk of homelessness and housing instability throughout Barrie, Springwater, Midland, and South Georgian Bay.

Guided by the principles of **Housing First, Harm Reduction, and Trauma-Informed Practice**, our programs support individuals in achieving housing stability, improving overall well-being, and building meaningful connections within their communities.

We are seeking compassionate, organized, and highly motivated **Case Managers** to provide intensive, participant-centered case management across a variety of Busby Centre programs, including Emergency Shelter, Transitional Housing, Assertive Street Outreach, Supportive Housing, Bridge Housing, and other housing-focused initiatives.

Case Managers are responsible for assessing participant needs, developing individualized support plans, coordinating services, advocating on behalf of participants, and supporting successful transitions into permanent housing while promoting long-term housing stability.

Please note: This is a PERMANENT contract, subject to yearly renewal based on employee performance and the availability of sufficient program funding. There are multiple FULL-TIME and PART-TIME positions available.

LOCATION: Barrie, Collingwood, South Georgian Bay & Midland, ON

RESPONSIBILITIES:

1. Case Management & Participant Support

- Build respectful, trusting relationships using a strengths-based, participant-centered approach.
- Complete participant assessments and develop individualized support and housing plans.
- Conduct intake, diversion, and eligibility assessments where applicable.
- Assist participants in identifying goals related to housing, income, health, employment, education, life skills, and community integration.

- Provide ongoing case management through regular meetings, goal reviews, and follow-up.
- Support participants experiencing crisis using trauma-informed intervention and de-escalation techniques.
- Promote participant self-determination while encouraging independence and resilience.

2. Housing-Focused Services

- Assist participants in obtaining and maintaining safe, appropriate housing.
- Complete housing searches and applications.
- Assist with obtaining identification, income supports (OW, ODSP, CPP, etc.), and required documentation.
- Liaise with landlords, housing providers, and community agencies.
- Advocate on behalf of participants to reduce barriers to housing.
- Provide tenancy support, landlord mediation, eviction prevention, and housing retention supports.
- Conduct follow-up visits and ongoing housing stabilization after placement.

3. Community Outreach & Systems Navigation

(Responsibilities may vary depending on program assignment.)

- Conduct outreach visits within the community, shelters, hospitals, correctional facilities, and participant residences as required.
- Complete wellness checks and respond to referrals.
- Connect participants to primary care, mental health, addictions treatment, employment services, legal supports, and other community resources.
- Participate in Coordinated Access, By-Name List meetings, case conferences, and community planning initiatives.
- Develop collaborative relationships with service providers throughout Simcoe County.

4. Documentation & Administrative Responsibilities

- Maintain accurate and timely participant documentation.
- Utilize HIFIS and other organizational databases to record participant interactions, outcomes, and housing progress.
- Complete required assessments, statistics, funder reporting, and case notes.
- Protect participant confidentiality while maintaining accurate records.
- Monitor participant outcomes and contribute to program evaluation and continuous quality improvement.

5. Program Operations

- Support day-to-day program operations.
- Provide guidance and mentorship to Support Workers and volunteers when required.
- Assist with participant conflict resolution and behavioural support planning.
- Ensure program spaces remain safe, clean, and welcoming.
- Participate in cleaning, inventory management, and health and safety responsibilities as required.

6. Collaboration

- Maintain effective communication with coworkers, supervisors, volunteers, and community partners.
- Participate in multidisciplinary case conferencing.

- Support organizational initiatives and continuous improvement.
- Represent the Busby Centre professionally within the community.

7. Other Duties

- Perform additional duties as assigned that support participant outcomes and organizational objectives.

OCCUPATIONAL HEALTH & SAFETY:

All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others. All employees are expected to learn, understand, and adhere to the Busby Centre's health and safety policies and procedures and keep up to date on any changes, particularly as it relates to new/emerging information related to infection prevention and control.

QUALIFICATIONS:

- Diploma or Degree in Social Work, Social Service Work, Community Services, Psychology, Human Services, or a related field.
- Equivalent education and experience may be considered.
- Minimum two (2) years' experience providing case management or intensive support services.
- Experience working with individuals experiencing homelessness, poverty, mental illness, addictions, or other complex needs.
- Demonstrated knowledge of:
 - Housing First
 - Harm Reduction
 - Trauma-Informed Practice
 - Motivational Interviewing
 - Strengths-Based Case Management
- Knowledge of community resources, housing systems, income supports, and healthcare systems.
- Excellent interpersonal, communication, conflict resolution, and advocacy skills.
- Strong organizational, documentation, and time management skills.
- Ability to work independently and collaboratively within multidisciplinary teams.
- Experience using HIFIS and Microsoft Office Suite is considered an asset.
- Demonstrated ability to manage crisis situations and maintain professional boundaries.
- Certification (or willingness to obtain):
 - NVCI (Non-Violent Crisis Intervention)
 - Standard/Level C First Aid & CPR AED
- Valid Ontario Driver's Licence and reliable vehicle may be required depending on assignment.
- Vulnerable Sector Police Check required.

SCHEDULE/WORKING CONDITIONS:

Contract, **starting as soon as possible**. The available positions may entail a flexible schedule, encompassing day, evening and night shifts or a combination of all, as well as weekday and weekend shifts. This position works in a direct capacity with vulnerable individuals experiencing a myriad of challenges, in addition to accommodating the varied work schedules of employees.

WAGE: \$24.60 per hour (negotiable upon experience)

COMPENSATION PACKAGE (AFTER 3 MONTHS):

- Confidential Employee Assistance program (EAP) for you and for your immediate family
- Life insurance, long term disability, extended health and dental benefits;
- Employer paid vacation and sick time

HOW TO APPLY:

Applications can be sent by applying on Indeed or sending a cover letter and resume to: careers@busbycentre.ca. Please ensure you are including "Case Manager" in the subject line. **We thank all those who apply for this position. However, only those applicants selected for an interview will be contacted.**

DIVERSITY & INCULSION: The Busby Centre is a progressive work environment committed to the principle of employment equity, to respecting diversity and to providing employees with a work environment free of discrimination and harassment. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and organizational needs. The Busby Centre is committed to providing accommodation for persons with disabilities throughout the recruitment process. If you require any accommodation, please let us know prior to your interview.

USING ARTIFICIAL INTELLIGENCE (AI): Please note that your application and any related materials you provide may be processed, stored, reviewed, or otherwise used by systems in our recruitment selection process that may interact with AI tools. This includes any AI integrated functions that may be utilized by the job board through which you applied to.