Appendix "A"

One City Peterborough - Job Description

Case Worker

Position title:	Case Worker
Supervised by:	CRF Manager
Compensation:	• Pay Scale - Direct Service Worker Base as per 2026 Pay Scale. Hourly wage: $22.47 • Not eligible for Health & Dental Benefits • Eligible for Group Pension/RRSP (Employer matches 3%) • Not eligible for Paid Time Off Days
Hours:	Relief, shifts to be determined with CRF Manager. Daytime, weekend, evening and overnight availability required.
Duration:	Permanent
Details:	This posting is for an existing vacancy

One City Peterborough Mission and Values:

To journey together as a community that promotes housing, community safety, and social inclusion in the City of Peterborough by responding to immediate needs, breaking down barriers amongst us, and advocating for systemic change.

Belonging - We will work towards a community where everyone feels welcome.
Dignity - We believe that no one is disposable.
Courage - We will boldly embody a more just world.
Trust - We want to build healthy relationships with people in our community.
Love - Love is the lens through which we see and the motive from which we act.

Job Purpose/Summary:

The Case Worker operates in a multi-faceted role fulfilling the Community-Based Residential Facility's (CRF) various needs and requirements, essential for serving men with complex needs. The primary purpose of the role is to ensure the safety and security of the residents of Haley House and the community, ensuring supervision requirements are being met and followed by the residents, as well as providing and enhancing community connections for the men living at the CRFs. A supplementary purpose is to assist PSW and Nursing staff with their duties as needed, which may include, but is not limited to lifts, transfers, toileting, and repositioning.

Primary Duties and Responsibilities:

- Supervision
    - Provide direct supervision of residents of Haley House to ensure residents are following conditions placed on them by parole, the courts, and the rules of Haley House
    - Notifying parole office or the National Monitoring Centre for any breach or suspected breach of conditions

○ Notifying the police if any crime has been committed
○ Complete any forms as required, including a shift log and incident reports
○ Screening incoming phone calls on evenings, nights, weekends and holidays for on call staff ○ As necessary, in consultation with the Case Manager or Nurse, accompany residents to appointments

- Housing Support
  - ○ Meal preparation, light housekeeping, and minor maintenance
  - ○ Reporting any major house-related issues to the Haley House Coordinator
  - ○ Checking in with each resident of the home on a regular basis to ensure physical and emotional well-being

- Community Connections
  - ○ Liaising with community partners, providing person-centred, resident-led care for individuals at Haley House, and/or connecting with their supports from other organizations on an ongoing basis ○ Support residents with transitions out of Haley House into other forms of housing, and reintegration into society in general
  - ○ Assisting with identification documentation as needed

- Health and Wellness
  - ○ Support PSWs and Nurses to enhance resident wellness including, but not limited to:
    - ■ Observing and reporting new health concerns to Registered Healthcare Staff and following all health support protocols to address urgent matters. Contacting emergency services as required, in accordance with policy
    - ■ Adherence to the organization's health policies & procedures,
    - ■ Liaising with health professionals and agencies, as needed, in collaboration with Registered Healthcare Staff.
    - ■ Accurate, timely documentation in compliance with PHIPA and best practice guidelines
    - ■ Collaborating within an interdisciplinary team to accomplish goals within a plan of care.
    - ■ Encouraging residents in their health goals and fostering a resident-focused outlook.
    - ■ If they become aware of new appointments for the residents, document them and notify the Nurse and Case Manager

- Supportive assistance with Activities of Daily Living
  - ○ Provide supportive, as-needed assistance to PSWs and Nursing staff with tasks for which you have received appropriate training including, but not limited to:
    - ■ Dressing, turning, and repositioning residents
    - ■ Oral hygiene care and feeding
    - ■ Transfers, including sit-to-stand and mechanical lift transfers.
    - ■ Toileting, including incontinence care, and bathing
    - ■ Mobility, enrichment, and falls prevention
    - ■ Access and safe administration of prescribed medications, within the framework of the organization's policies and procedures and as designated by registered healthcare staff.
    - ■ Accurate, timely care documentation in compliance with PHIPA and best practice guidelines.

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Key Competencies:

- **Variability and flexibility:** Willingness to adapt to a changing environment
- **Accountability**: Takes ownership of personal workload
- **Compassion:** Demonstrated compassion, diplomacy, discretion, sensitivity, and respect for others
- **Cooperative**: Works well with others and has the ability to mitigate conflict
- **Judgement**: Ability to use sound reasoning when faced with various issues. Has the ability to make quick, effective decisions
- **Leadership:** Proven ability to work collaboratively and provide leadership, support, coaching, encouragement and direction where required
- **Organizational abilities:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- **Ownership:** Takes pride in the work that is accomplished, and understands the functions of tasks within the bigger picture of the organization. Ensures deadlines are met and work is completed properly
- **Professionalism:** Demonstrates professional standards of conduct when governing interactions between individuals in a business environment
- **Research and Learning**: Commitment to continuous learning and ability to search out relevant evidence based standards/guidelines and integrate them into practice
- **Safety:** The ability to adhere to all health and safety guidelines, to communicate new risks quickly, and to safeguard the wellness of residents and staff
- **Equity and Inclusion:** Promotes a welcoming, respectful environment for people of all backgrounds, identities and abilities.

Qualifications:

- Experience in a multi-faceted role serving people with complex needs
- Willingness to embrace the complex task of ensuring security requirements of the CRF, while building community connections alongside residents of the CRF
- Commitment to the mission and values of the organization
- Ability to work as part of an interdisciplinary health team within an established plan of care
- The ability to work with individuals struggling with homelessness, poverty, criminalization, and/or social inclusion, and the ability to deal with death and major health conditions of residents
- Ability to make decisions effectively with little to no supervision
- Ability to intervene during group crisis situations
- Working knowledge of housing and homelessness issues, current homelessness trends, working with high risk offenders, the correctional system, community hubs, legislation, and programs, especially as applied to working with a community's most marginalized
- Ability to develop and maintain effective partnerships with other service providers
- Experience developing policies and procedures and integrating evidence based practices
- Experience supporting and supervising volunteers
- Knowledge of community health and social service resources is an asset
- BLS level CPR certification (CPR-C/HCP) from a WSIB approved trainer, renewed every 3 yrs
- Standard First Aid certification is required for the role and must be renewed every 3 years through

One City instructors, or through any WSIB approved trainer, without reimbursement for time.

- Current and original copy of a satisfactory Criminal Records Check, Vulnerable Sector Search and Child Abuse Registry Check is required. Corrections Services Canada screening also required.

Work Conditions and Physical Capabilities:

- Travel required in all seasons. Fixed locations of work include, but are not limited to the Community-Based Residential Facilities (CRFs), with some training held at One City Peterborough's 360 Reid St offices.
- Accessibility: Haley House is fully accessible. One City offices are accessible via an elevator; however not all bathrooms are fully accessible. Accessible bathrooms are on the 3rd floor.
- Days, evenings, overnights, weekends and holiday work as required
- Fast- paced, highly detailed environment
- Frequent interruptions and willingness to work longer than assigned shifts should the need arise
- Exposure to many hazards e.g., infection, violence, harsh weather conditions, bed bugs, mould, blood, excrement, working alone, slips trips and falls, uncontrolled substances and other exposures
- Potential exposure to physical aggression, sexual harassment, verbal abuse, or discriminatory and racist language. Staff are required to recognize, manage, and respond to such behaviours following organizational policies and safety protocols.

Key Relationships & Interactions:

Internal

- Residents of Haley House
- Nurse, PSWs, Haley House Coordinator and Housing Director
- Volunteers and staff at One City Peterborough

External

- Corrections Services Canada and Police
- Government – Federal, Provincial, Municipal and Community partners
- Health Partners including hospitals, Home and Community Care Support Services, Health Agencies and Primary Providers.

NOTE: This job description is not intended to be all-inclusive. Employees may perform other related duties as assigned to meet the ongoing needs of the organization.

One City Peterborough is committed to inclusion and equity and strives to ensure that our staff reflects the diversity of our community. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, and inclusion and will assist us to expand our capacity for diversity in the broadest sense. In addition, to correct the conditions of disadvantage in employment in Canada, we encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, persons with disabilities, persons involved in the criminal legal system, and those who identify as women and/or 2S LGBTQ+. We are committed to removing barriers to employment that are faced by equity-seeking groups and encourage (but do not require) members of these groups to self-identify as such in their cover letters.

Most of our staff work in the vulnerable sector, and are required to provide a Vulnerable Sector Check. We will disregard any results that are not relevant to the position or its requirements and invite open discussion around relevant results to develop a collaborative plan.