



Connections Case Manager

Job description

Position title: Connections Case Manager

Reporting to: Manager of Support Services

Position Summary:

The Connections Case Manager provides relationship-based, trauma-informed support to young people aged 16–25 who are navigating housing instability, and may also be experiencing system involvement, family conflict, or barriers to well-being. This role focuses on early intervention, diversion, and coordinated support that strengthens natural supports, enhances stability, and builds the protective factors young people need to thrive, including building their formal and community supports.

Working collaboratively across housing, systems, and community organizations, the Connections Worker helps youth identify goals, build trusted relationships, and access the resources required for long-term success. The role includes hands-on assistance, system navigation, and sustained advocacy to ensure youth receive responsive, consistent, and culturally safe support, to find appropriate and sustainable housing.

Duties and responsibilities

Relationship-Based Support & Engagement

- Build consistent, trusting relationships with youth using trauma-informed, strengths-based, and culturally safe approaches.
- Provide emotional support, mentorship, and guidance to help youth develop self-advocacy, problem-solving skills, and confidence.
- Maintain a non-judgmental, youth-centered approach that prioritizes safety, autonomy, and dignity.

Diversion, Prevention & Family/Natural Supports

- From incoming referral, provide early intervention to reduce risk of homelessness, justice involvement, and crisis escalation. Diversion support offers alternative to the housing waitlist, supporting youth to find appropriate housing when they do not require THS programs services.
- Engage families, caregivers, extended kin, chosen family, Elders, mentors, and other natural supports when safe and appropriate.
- Facilitate family meetings, mediation, and conflict-repair conversations aligned with youth goals and consent.
- Strengthen communication, relational safety, and long-term support networks around each young person.



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- Working directly with the Intake, Case Management, and indigenous Wellness teams to support youth, as well as collaboration across THS programs and with external partners.

Case Management & Goal Planning

- Support youth to identify, develop, and track individualized goals related to housing stability, education, employment, wellness, and community connection.
- Lead or contribute to coordinated case planning across internal programs and external partners to ensure consistency and follow-through.
- Work with youth and team to support youth to find their next step in appropriate and sustainable housing.
- Assist youth in accessing community services, completing referrals, and navigating complex systems (housing, income supports, education, health, child protection, justice).
- Advocate for youth needs and ensure community supports remain responsive and engaged.

Housing Stability & Practical Support

- Provide hands-on assistance with move-ins, move-outs, transitions, and maintaining housing expectations, to ensure housing stability success for youth.
- Monitor youth well-being and provide ongoing support throughout their housing journey.
- Address service gaps that impede a young person's ability to navigate life and maintain stability, support them to navigate systems and resources, and build their networks of support.
- Provide check ins and direct resources for youths crises management, including de-escalation, safety planning, and coordination with appropriate resources.
- Maintain awareness of emerging youth issues, risk factors, and community trends to inform proactive prevention efforts.
- Work collaboratively within the organization's housing continuum and with external agencies, professionals, and community partners.
- Support youth participation in internal programming and community activities that build connection and reduce isolation.

Professional Practice & Development

- Maintain accurate documentation, case notes, and data tracking in accordance with organizational standards.
- Participate in team meetings, case consultations, and ongoing training to strengthen practice.
- Stay informed about current social issues, youth trends, and best practices in trauma-informed and relational work.

Other

- Attend training and professional development activities as required.
- Perform unit/room cleaning duties and light-lifting as required.
- Other duties as assigned by the Manger of Support Services.



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Education & Experience

- Relevant degree in Social Work or Child & Youth Care or a related field (or equivalent experience).
- Minimum of 2-3 years of experience working with vulnerable populations and at-risk youth. Other combinations of education, experience and training may be considered.
- An advanced knowledge of case management principles.
- Demonstrated strong working knowledge of computer systems and applications, social media platforms, and technologies commonly used by youth.
- ASIST and NVC training.
- Emergency First Aid certificate.
- Experience with Microsoft Office applications including Outlook, Word, and Excel.
- Valid drivers' license.
- Current membership in relevant professional associations or societies.

Proven Skills and Abilities

- Strong alignment with Threshold Housing Society's mission, values, and commitment to youth-centered care.
- Strong organizational and time management skills.
- Excellent written and verbal communication abilities. Must be able to keep excellent client records, both written and electronically.
- Demonstrated proactive approach to connecting and building relationships with at-risk youth and a familiarity with the challenges of homelessness.
- Ability to work collaboratively and effectively with youth, and youth who are at risk or street involved.
- Thorough knowledge of community social service resources in Victoria. Knowledge of Island Health and MCFD and MSDSI preferred.
- Knowledge of drug and alcohol addiction, mental health and behavioral issues.
- An ability to meet youth where they are at and an understanding of the impacts of trauma on human development; ability to provide leadership and healthy role modeling to youth.
- Understanding/sensitivity to various cultural and socioeconomic backgrounds of the clients the agency serves.
- Demonstrated high level of professionalism, discretion, and confidentiality, with the ability to maintain appropriate workplace boundaries and handle sensitive information ethically.
- Ability to manage multiple priorities in a fast-paced environment.
- Strong attention to detail and problem-solving skills.
- Initiative and ability to anticipate needs.
- Adaptability and sound judgment.
- Commitment to the organization's mission supporting youth experiencing homelessness.
- Commitment to continuous learning, innovation, and improvement.



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- Ability to work independently and as a member of a wraparound care team.

Working Conditions

- Full-time position (37.5 hours per week).
- Must be able to perform unit/room cleaning duties and light-lifting as required.
- This position is based at Threshold House and involves daily travel to engage with youth at various locations, including other Threshold sites.
- Must be able to work flexible hours, including evenings to support the staging, facilitation, and delivery of programs, and early mornings on a weekly basis to participate in community-based outreach activities.
- Occasional travel is required to attend events, conferences, and meetings.

Special requirements

- Valid drivers' license and access to a reliable vehicle.
- Commitment to ongoing training and professional development.
- Criminal record check prior to employment, and subject to regular review.
- Follow Threshold Housing Society's policies and procedures.

Direct Reports

- None

I have read and understand this Job Description and agree to comply with its requirements.

Signed: _____ **Date:** _____