Centre for Mutual Wellbeing
For Racialized Communities

Centre for Mutual Wellbeing
204-50 Kent Ave, Kitchener, ON, N2G 3R2
226-499-2269 | centreformutualwellbeing.org

Job Description: Case Coordinator, Transitional Housing Program

Job Type: Full-time, 37.5 hours per week
Work Environment: Primarily on-site, with community-based work across Waterloo Region
Reports To: Senior Manager, Transitional Housing, or designate
Location: Waterloo Region, Ontario
Compensation: $26/hours
Anticipated start date: *As soon as possible*

About the Centre for Mutual Wellbeing

Founded in 2010, the Centre for Mutual Wellbeing, formerly The Coalition of Muslim Women of Kitchener-Waterloo, was built on the strength and leadership of Muslim women determined to stand up against hate, discrimination, Islamophobia, and gender-based violence. What began as a grassroots movement has grown into a dynamic organization serving diverse racialized communities across Waterloo Region. Guided by our commitment to upstream, preventative work, we deliver innovative and culturally responsive programs that address systemic barriers to social and economic inclusion. With a focus on housing, gender-based violence, anti-hate initiatives, and public education, we continue to work toward our vision of a just, harmonious, and equitable community for all.

Position Overview

The Centre for Mutual Wellbeing (CMW) is seeking a compassionate, organized, and skilled Case Coordinator to support residents of Dar-al-Aman, a culturally responsive and trauma-informed transitional housing program for racialized women, women with children, experiencing homelessness, and housing instability.

The Case Coordinator is responsible for intake, comprehensive assessment, individualized case planning, case coordination, regular case review, transition planning, and six-month post-exit follow-up. A central responsibility is developing and maintaining strong internal and external referral systems so residents can access coordinated, timely, and appropriate supports.

The Case Coordinator coordinates the plan rather than delivering most direct services. Community Connectors and other internal and external resources provide the practical, specialized, and ongoing direct support identified in each resident's plan. This includes assistance with housing searches and applications, Ontario Works and other benefit

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applications, counselling, conflict coaching, and community connection. The Case Coordinator remains accountable for identifying appropriate resources, making warm referrals with consent, confirming responsibilities, monitoring follow-through, addressing gaps, and updating the case plan.

Residents are recognized as experts in their own lives. The Case Coordinator's role is to listen, provide clear information, remove barriers, strengthen support systems, create opportunities, and help residents pursue their own goals without taking over decisions that belong to them. Trauma-informed, culturally responsive, anti-oppressive, strengths-based, and coordinated-care practice is integral to every assessment, case plan, referral, case review, and interaction.

Key Responsibilities

- Conduct intake, orientation, risk screening, comprehensive assessment, case planning, case review, transition planning, case closure, and follow-up.
- Work with residents to identify strengths, goals, needs, risks, and barriers related to housing, safety, wellness, income, education, employment, parenting, and community connection.
- Develop and maintain internal and external referral pathways; make warm referrals with consent and monitor follow-through.
- Coordinate access to housing, healthcare, counselling, legal, settlement, employment, financial, parenting, conflict-resolution, and community supports.
- Support residents in securing and maintaining safe, affordable housing, completing applications, accessing income supports, and preparing for successful move-out.
- Coordinate up to six months of aftercare, monitoring housing retention, wellbeing, and ongoing support needs.
- Respond to safety concerns, crises, gender-based violence, child-protection matters, and mental-wellness concerns in accordance with organizational policies and reporting requirements.
- Supervise assigned program staff, including Community Connectors; establish priorities and expectations; conduct supervision and case consultation; and monitor workloads, schedules, documentation, and follow-up.
- Support staff orientation and development in trauma-informed practice, cultural responsiveness, anti-oppressive service delivery, confidentiality, boundaries, documentation, risk escalation, conflict resolution, and de-escalation.

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- Maintain accurate, timely, confidential, and strengths-based records; track outcomes, referrals, service use, and program indicators; and contribute to reporting and continuous improvement.

Qualifications

- Post-secondary degree or diploma in social work, social services, human services, counselling, psychology, community development, settlement studies, or a related field, or an equivalent combination of education and experience.
- At least two years of relevant experience in case coordination, housing or homelessness services, gender-based violence, settlement services, family support, community mental wellness, or a related setting.
- Demonstrated ability to complete assessments and case plans, coordinate multidisciplinary supports and front-line staff, develop referral pathways, make warm referrals, and monitor service follow-through.
- Experience supporting racialized women, Muslim women, Black women, newcomers, survivors of gender-based violence, women with children, and other equity-deserving communities using trauma-informed, culturally responsive, anti-oppressive, anti-racist, and strengths-based approaches.
- Strong knowledge of informed consent, confidentiality, professional boundaries, risk assessment, safety planning, documentation, and the systemic barriers associated with housing instability, poverty, violence, racism, migration, and social isolation.
- Excellent coordination, advocacy, communication, organization, problem-solving, recordkeeping, digital literacy, and workload-management skills.
- Knowledge of Waterloo Region resources, multilingual ability, lived experience within equity-deserving communities, and **Arabic as a second language** are assets. Applicants must be able to work occasional evenings or weekends, travel locally, hold a valid driver's license, have access to a reliable vehicle, and complete required screening.

How to Apply

Email your resume to *jobs@centreformutualwellbeing.org* – Please list all of the languages you speak fluently on your resume.

Subject line: Case Coordinator – Transitional Housing Program.
Deadline: Applications will be reviewed on a rolling basis until the position is filled.

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CMW values and celebrates diversity in all forms. We strongly encourage applications from individuals with lived experience of navigating systemic barriers as a minority. We are especially seeking applicants who reflect the diversity of the women we serve, including those who identify as Arab, Black / African, South Asian, and West Asian.

We thank all applicants; however, only those selected to move forward will be contacted.