



Complex Case Coordinator

COMPLEX CASE COORDINATOR, COMMUNITY HOUSING PROGRAM (1.0 FTE)

You have a passion for helping women experiencing persistent and pervasive mental health concerns move from homelessness to stability. You're a problem solver, an advocate, and great communicator. Your empathetic and non-judgmental approach allows you to easily build rapport and a trusting relationship whereby together you create goals and plans for clients to move forward in their lives. You might have to deal with crisis from time to time however you don't work "in crisis". Thoughtful and proactive in your approach also doesn't mean you can't roll with emerging issues.

WHAT MOVES YOU

- You have confidence working with the highest acuity and most complex clients who are experiencing mental health concerns and substance use
- You are passionate about the "Housing First" philosophy
- You have poise when dealing with conflict and risk situations
- Working from a strength based approach that addresses the whole person
- Being professional and exceptional in your work, always learning
- Leveraging your interpersonal skills while supporting women to live their best life
- You understand the importance of self-care and maintaining healthy boundaries

WHAT YOU'LL DO

- Maintain client information – intakes, scales, case notes, service plans
- Provide crisis intervention resources
- Advocate on behalf of clients
- Perform on call duties and support Client Support Workers at both Croydon and Providence Buildings

WHAT YOU'VE DONE

- BSW or MSW the equivalent in education and experience will be considered
- Minimum 2 years' experience working exclusively in mental health
- Solid understanding of DSM-V, Mental Health Act and current mental health resources
- CPR and First Aid as well as ASIST Training
- Case Management expertise
- Cultural sensitivity
- Valid Driver's License and reliable vehicle with appropriate insurance

If you want to work to change lives, we want to meet you.

Please check out the following link for a full job description:

Competition Number: [2018008](#)

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