

# Case Manager

## CASE MANAGER, TRANSITIONAL HOUSING 1.0 FTE

You are personable, productive and professional in your client care and come at it with a strength-based approach. Your organizational skills and experience allows you to be calm under pressure, think critically and work from a thoughtful place. With a deep understanding of women’s issues, active addictions, mental health and domestic violence issues, you work with people where they are at, no judgment.

The Case Manager provides specialized case management to clients in the transitional housing program, as a specialized service beyond day-to-day referrals and client support provided by the Client Service Coordinators

### WHAT MOVES YOU

- Being compassionate and caring with an ability to get things done.
- Ability to thrive in a fast-paced changing environment
- Collaborating with your team to deliver the best program & services possible
- Affecting positive change by offering inclusive, non-judgmental, low barrier services for women
- Your excellent communication skills make it easy

### WHAT YOU’LL DO

- Completing specialized assessments and provide complex case management services
- Development and delivery of specialized/clinical program pieces
- Provide crisis intervention and counselling along with the trauma/addictions counsellor
- Development of service delivery practices along with program supervisor
- Support team members to activate individual client interventions and plans of care.
- Coach Client Service Coordinators in completion of safety plans for clients
- Ensure program effectiveness and client success through regular coaching/mentoring
- Sound record keeping and documentation practices
- Case consultation on complex client cases with team and external service providers
- General oversight of service delivery regarding social work best practice
- **This is a full-time position, working 37.5 hours per week with a variable schedule**

### WHAT YOU’VE DONE

- Bachelor Social Work degree
- Registration with Alberta college of Social workers required
- Two years or more of related experience,
- Supervisory experience considered an asset
- Current CPR and First Aid Certification, ASIST, NVC
- Knowledge of the “Housing First” philosophy and housing models
- Case Management expertise and skills in crisis intervention and supportive counseling
- Competence in the use of English language to enable the completion of case notes and other documentation
- Proficient in the use of computers and software including Microsoft Word, Outlook and Excel
- Ensures all activities are accomplished with an equity, diversity and inclusion lens
- Ability to shift directions, work under pressure and support overall team needs as required
- Commitment to empowering women through a strengths based approach
- Conflict management, de-escalation and resolution skills

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

Competition Number: **2021039**

Deadline: **June 25, 2021**

[www.ywcalgary.ca/work-with-us](http://www.ywcalgary.ca/work-with-us)

Apply today with resume, cover letter, and salary expectations to [careers@ywcalgary.ca](mailto:careers@ywcalgary.ca)

YW Calgary is committed to providing an equitable, diverse and inclusive workplace where all employees, clients and volunteers, whatever their gender, race, ethnicity, national origin, age, sexual orientation or identity, education, and/or disability, feel valued and respected.