

# HOUSING OUTREACH CASE MANAGER

## HOUSING OUTREACH CASE MANAGER, OUTREACH SERVICES (1.0 FTE)

The Housing Outreach Case Manager is part of the Outreach program and assists women experiencing chronic homelessness in transitioning from being unsheltered or emergency sheltered to provisional and permanent housing.

This position works from a Housing First, Harm Reduction, trauma informed approach to provide individualized support based on client's identified needs and goals. In this role, you will provide support, referrals, advocacy and systems navigation to address barriers to basic needs and housing. The Housing Outreach Case Manager offers women the support and resources to maintain a healthy lifestyle through skill building, safety and wellness planning.

### WHAT MOVES YOU

- Your commitment to supporting people experiencing homelessness and domestic violence
- Advocating for mental health and enabling women's economic prosperity
- Your ability to stay calm in times of stress and support clients develop safety plans

### WHAT YOU'LL DO

- Assess, plan, and coach clients within the program using trauma-informed principles.
- Provide appropriate referrals to internal and external programs for long-term intervention, support and community engagement.
- Work with community agencies on client's needs and advocate when appropriate.
- Complete relevant Pre and Post scales and other data collections tools as required
- Keep accurate case notes and maintain client information in electronic and physical files
- Attend HO/DV Outreach teams meetings and professional development days.
- **This role is a 37.5 hr/week position with flexibility required to meet client and program needs.**
- **A Class 5 driver's license and own vehicle to meet clients is required.**

### WHAT YOU'VE DONE

- Diploma in related field and commitment to ongoing professional development
- Minimum of two years' experience working in the field of homelessness, addictions and mental health
- Commitment to feminist, anti-oppressive, and trauma-sensitive principles and values
- Working knowledge of the Housing First and Harm Reduction framework Ability to build trusting, healthy, and functional professional relationships
- Strong computer literacy including MS Office Suite, able to learn additional software quickly
- Current CPR/First Aid Certification, NVCI, and ASSIST certification
- Able to develop creative solutions, prioritize and balance the needs of clients

As a condition of employment, YW Calgary requires the successful candidate to be fully vaccinated. Where the candidate has not obtained the vaccine, the candidate will be considered on an exceptional case by case basis; YW Calgary will adhere with its obligations under the Alberta Human Rights Act."

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

Competition Number: **2021069**

Deadline: **December 3, 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.