



OUTREACH CASE MANAGER

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In this position, 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 Outreach Case Manager provides support, referrals, court support, advocacy and systems navigation to women with lived experience of domestic abuse living within communities throughout the city of Calgary.

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 and thoughtful communication skills make it easy

WHAT YOU'LL DO

- Provide full case management services to women who are experiencing DV based on a client centred approach
- Deliver program assessment, engagement, crisis intervention, case planning, skills coaching, and program completion
- Use trauma-informed care principles, feminism, and anti-oppressive practice lens
- Assist with development of safety and impulsivity management plans
- Complete intake process
- Coach family members to use self-regulatory skills
- Maintain healthy boundaries with clients.
- Provide appropriate referrals and advocate and provide systems navigation to/and on behalf of women when required
- Provide court support in consult with supervisor
- Keep accurate case notes
- Attend all supervisions and case conferences
- **This position is a 37.5 hr/week, Monday to Friday within business hours with flexibility required to meet clients and program needs**

WHAT YOU'VE DONE

- Bachelor Social Work degree
- Professional registration is a strong asset
- Three years or more of related experience,
- Class 5 driver's license and own vehicle required
- Supervisory experience considered an asset
- Current CPR and First Aid Certification, ASIST, NVC
- Case Management expertise and skills in crisis intervention and supportive counseling
- Competence in English language for 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

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: **2021082**

Deadline: **January 14, 2022**

www.ywcalgary.ca/work-with-us

Apply today with resume, cover letter, and salary expectations to 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.