



# OUTREACH CASE MANAGER

## (Children's Services Client Specific)

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Voted one of Maclean's Top 100 Charities of 2020, YW provides preventive and restorative services to women and their families to help them thrive. YW is committed to support people experiencing domestic violence, advocating for mental health, and enabling women's economic prosperity.

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 in Calgary and surrounding areas, who are referred by Children's Services.

### 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 and are referred by Children's Services
- 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 and provide court support
- 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
- Collaborate with Children's Services offices
- 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 or equivalent experience in human services field
- Professional registration is a strong asset
- Three years or more experience in field of family violence and in an outreach or case management capacity
- Current CPR and First Aid, and ASIST Certification
- Case Management expertise and skills in crisis intervention and supportive counseling
- Strong understanding or brain development and healthy mental function
- Understanding of relevant legislation and regulations in the family court system
- 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
- **Class 5 driver's license and own vehicle required**

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: **2022055**

Deadline: **This posting will remain open until role is filled**

[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.