

# HOUSING OUTREACH CASE MANAGER

## HOUSING OUTREACH CASE MANAGER (1.0 FTE)

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.

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

The Housing Outreach Case Manager works from a Housing First, Harm Reduction, trauma informed approach to provide individualized support based on the women's identified needs and goals. The Housing Outreach Case Manager provides support, referrals, advocacy and systems navigation to address barriers to housing and basic needs. 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

- Being compassionate and caring with an ability to get things done
- 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 chronic homelessness in transitioning from being unsheltered or emergency sheltered to provisionally and permanently housing.
- Meet clients in the community and provide housing support in a holistic and client centred approach
- Deliver program assessment, engagement, crisis intervention, case planning, skills coaching, housing support, and program completion
- Use trauma-informed care principles, feminism, and anti-oppressive practice lens
- Build trusting, healthy, and functional professional relationships; maintaining healthy boundaries
- Balances the needs of clients with organizational protocols; demonstrates empathy, cultural competence, and feminist practice Provide appropriate referrals within local social service agencies
- Advocate and provide systems navigation to/and on behalf of women when required
- 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.**
- **Class 5 Driver's license and own vehicle are required.**

## WHAT YOU'VE DONE

- Bachelor's degree in Social Work or related field and commitment to ongoing professional development. Professional registration is a strong asset
- Minimum of three years' experience working in the field of homelessness, addictions and mental health Commitment to feminist, anti-oppressive, and trauma-sensitive principles and values
- Minimum of three years' experience working in an outreach and/or case management capacity
- Working knowledge of the Housing First and Harm Reduction framework. Ability to build trusting, healthy, and functional professional relationships
- Understanding of relevant legislation and regulations
- Highly organized, demonstrated ability to prioritize, strong assessment skills
- Strong computer literacy including MS Office Suite, able to learn additional software quickly and effectively
- Current CPR/First Aid Certification, NVCI, and ASSIST certification

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: **2022075**

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.