

Title: **Case Manager, Community Resourcing**

Location: **Calgary, Alberta**

FTE: **Time Limited, 1 Year**

Reports To: **Manager, Community Services**

The Brenda Strafford Foundation – Heart Home Network (“HHN”) serves women and children impacted by family violence through providing a safe shelter and housing complimented by comprehensive support service for all participants. HHN offers a continuum of care designed to help families develop their potential and transition to safe and healthy lives in the community upon their departure from HHN.

As a growing organization with a bold and innovative strategic direction, HHN offers a dynamic work environment for talented individuals seeking an opportunity to be part of changing futures for women and children who have suffered the impacts of domestic violence. If you are interested in lending your talents to our important mission, we are currently seeking a friendly, detail-oriented, and efficient Case Manager, Community Services to join our growing team.

This position a full-time temporary (12-month), position working out of the HNN Shelter and Housing Centre in Calgary that reports to the Manager, Community Services.

### **Roles & Responsibilities**

Roles and responsibilities are subject to change and may be assigned other duties as required.

#### **Community Support:**

- Create and cultivate an inclusive and welcoming environment for all community participants and colleagues
- Understanding of intersectionality and barriers that effect participants and communities to provide a well-rounded approach to effective support
- Interact with participants from a trauma-informed, development-informed, and strength-based perspective
- Work with vulnerable individuals with complex needs
- Cultivate and sustain open communication through creative and assertive engagement strategies
- Upholds and celebrates human rights for members of all communities while encouraging safe and brave spaces for diversity and inclusion to thrive
- Research and maintain awareness of local and regional community resources, referral processes, new programming, and eligibility requirements
- Identify gaps in services and common community needs
- Advocate for participants with other agencies and when needed partner with outside organizations to advance participant and community goals

#### **Program Activities:**

#### **Case Management:**

- Manage a case load of 20 participants in various stages in the HHN program and transitioning into the community



- Maintain knowledge and relationships with Calgary area community support organizations and social housing agencies
- Co-create community support and discharge plans with participants and their Client Services team
- Track progress of participants and frequently analyze, assess, and review their objectives
- Provide comprehensive and ongoing assessments of case management inclusive of referrals to appropriate community supports, housing assistance, and systems advocacy
- Attend appointments and provide transportation for participants to reduce access barriers
- Individual and family capacity building
- Familiarity with child protection and parent/child visitation processes
- Mental Health systems for referrals in assessment and needed resources

### **Housing:**

- Recruit and maintain relationships with landlords and property managers
- Locate safe, affordable, and sustainable housing for participants upon transition to the community
- Assist participants with completing housing applications, attend viewings of potential homes and coordinate lease signings
- Support participants in understanding lease terminology and advocate accordingly
- Ensure move-in inspection process is understood and encourage participants to complete one prior to their move-in
- Provide in person case management support to participants in the community upon discharge, as required for up to six (6) months
- Continually provide updates to relevant teams on the participant's housing status

### **Administrative:**

- Establish and maintain appropriate participant and HHN documentation, record keeping, and statistics
- Participate in the professional design, development, promotion, delivery, and evaluation of the program activities
- Keep accurate and up to date participant files, incorporating consistent written case notes
- Attend all relevant meetings to position and other meetings on an as needed basis
- Support the work of HHN partners, participants, and stakeholders to embed feedback into programs and services
- Submit accurate expense records once a month to the Manager, Finance

### **Qualifications & Requirements**

- Degree in Community Development, Social Work, Psychology, Child and Youth Care Work, Behavioural Science, or related education and experience will be considered
- 2-4 years relevant community outreach experience
- Registered with appropriate provincial organization as per degree is an asset
- Non-violent crisis intervention (NVC) certification is required
- Extensive knowledge of local and regional community resources, programs, and services for individuals and families

- Ability to work from an intersectional approach to reduce barriers for families who are experiencing high levels of crisis
- Knowledge of outcome measures and reporting requirements is considered an asset
- Excellent time management and ability to work autonomously
- Demonstrated skills in contingency (“walking the talk”), critical thinking, and reflexivity
- Excellent interpersonal skills including demonstrated written and verbal communication
- Schedule flexibility to meet participant needs
- Valid driver’s license of six (6) years with clean drivers abstract of three (3) years
- Required to pass police security clearance and child intervention check

This is a permanent part-time role working out of our office in the inner-city NW. If you are interested in joining our dedicated, growing team, kindly send us your resume and brief cover letter with subject heading '**HHN Community Resourcing**' to [hhn.careers@thebsf.ca](mailto:hhn.careers@thebsf.ca) No phone inquiries. This posting will remain until November 14, 2022.

*The Brenda Strafford Foundation values and promotes the diversity of the people it hires and serves. We are committed to creating a diverse environment and are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.*