

Title: **Case Manager, Stabilization**
Location: **Calgary, Alberta**
FTE: **1.0 Full Time, Permanent**
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 services 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.

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, Stabilization** to join our growing team.

This position will support client programming and our Community Services team with their unique skills and commitment to support the growth of participants and our community as HHN works towards its vision of a community free from family violence. The primary responsibilities of this position are to welcome, support and connect participants with community resources, locate and advocate for housing opportunities, and consult with interdisciplinary professionals.

The Case Manager, Stabilization will be working out of the HHN Shelter and Housing Centre in Calgary and will report 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
- Interact with participants from a trauma-informed, development-informed, and strength-based perspective
- Work with vulnerable individuals with complex needs (this may include active substance use)
- Cultivate and sustain open communication through nonjudgmental, 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, assist with, and support participants in finding and using their voice
- Committed to stand with participants and community members along their journey towards safety and wellness

Intake:

- Connect with potential participants, interview, and conduct intake assessments
- Add participant and any required documents to agency participant reporting program
- Assist participants with completing necessary intake paperwork and coordinate move-ins



Housing:

- Recruit and maintain healthy, productive 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 the training of participants to understand terms and conditions of lease agreements

Case Management:

- Provide comprehensive and ongoing assessments of case management inclusive of intake, referrals to appropriate community supports, housing assistance, and systems advocacy
- Manage a case load of up to 10 participants within the HNN program with primary foci of stabilization and safe transition back into community
- Track progress of participants and frequently analyze, assess, and review objectives
- Keep accurate and up to date case files, incorporating regular written case notes for participants, and safety plans relevant to all participant cases
- Create community support and discharge plans with participants and their respective supports
- Maintain knowledge and relationships with Calgary area community support organizations and social housing agencies
- Attend appointments and provide transportation for participants to reduce access barriers
- Individual and family capacity building
- Mental Health systems for referrals in assessment and needed resources

Qualifications & Requirements

- Degree or Certificate in Community Development, Social Work, Psychology, Child and Youth Care Work, Behavioural Science, or related social sciences. Relevant experience will be considered
- Registered with appropriate provincial organization as per degree is an asset
- One (1) to three (3) years of experience working in the field of mental health, addiction, and working with marginalized populations
- Non-violent crisis intervention (NVC) and short-term crisis intervention certification is an asset
- Knowledge of outcome measures and reporting requirements is considered an asset
- Excellent time management, written, and oral communication skills
- Demonstrated skills in contingency (“walking the talk”), critical thinking, and reflexivity
- Ability to work from an intersectional approach to reduce barriers for families who are experiencing high levels of crisis
- Foundational knowledge of harm reduction practices
- Extensive knowledge of local and regional community resources, programs, and services for individuals and families, is an asset
- Schedule flexibility to meet participant needs
- Valid driver’s license of six (6) years with clear drivers abstract of three (3) years
- Required to pass police security clearance and child intervention check
- Fluency in a second language is an asset

This is a permanent full-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 ‘**HNN Case Manager, Stabilization**’ to hnn.careers@thebsf.ca No phone inquiries. This posting will remain until November 7, 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.