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Case Manager- Women's Emergency Accommodation Center

Description

Does harm reduction, community connection, strength-based practices, wellness, addictions and other issues related to homelessness and sexual exploitation align with your knowledge and professional experiences? Do you identify as being resourceful, non-judgmental and a relationship builder that strives towards building community within a shelter environment? The Care Worker role is responsible for ensuring that the basic needs of persons served are being met through dignity and respect. You will provide key supports including: intake, diversion, medication distribution and keeping the shelter facility clean. You will actively engage with community members to ensure their needs are being heard to better facilitate pathways outside of the shelter.

The Women's Emergency Accommodation Centre (WEAC) is an emergency shelter for up to 64 women and is open 24 hours per day, 7 days per week and 365 days of the year. WEAC serves as an entry point to emergency and crisis housing, meals, personal hygiene care, laundry and on-site access to medical and mental health supports. You will ensure a safe and secure environment is maintained to meet the basic needs of a diverse population of transient homeless women and persons facing sexual exploitation, violence, abuse and addiction issues.

What you bring to the team

- You bring 1+ years of related experience working with diverse communities with varying and complex needs.
- You possess a degree or diploma in Social Work, Human Services, Community Support Worker, or a related field.
- You have a proven ability to practice relationship-based approaches.
- You are able to embed in your work the practices of harm reduction, person-centered, trauma-informed, and strength-based care.
- You are able to remain confident and calm. This work may involve de-escalating crisis situations with individuals under the influence of drugs or alcohol or experiencing a mental health crisis.
- You have experience using evidence-based models of practice.
- You are able to use Microsoft Office 365.

Important work you will do at e4c

- Engage with persons served to maintain a safe and secure environment for all women.
- Provide direct care to persons served by responding to requests for services including emotional support, crisis intervention and mediating shelter user conflict.
- Complete intake process by: assessing and documenting persons served

Hiring organization

e4c

Employment Type

Full-time

Job Location

9611 101A ave, T5H 0C8,
Edmonton

Working Hours

An Average of 39 Hours

Date posted

May 2, 2024

including physical/mental strengths and barriers, creating shelter exit plan, and reviewing shelter expectations and guidelines.

- Administer medication distribution for shelter users.
- Arrange for referrals to other agencies and programs.
- Maintain the overall cleanliness and organization of the building.
- Build positive relationships with shelter users and community members.
- Develop and maintain accurate documentation regarding program information.

Responsibilities

Management and Leadership

- Provide effective leadership as a key member of the Integrated Management Team at WEAC.
- Develop and deliver on case management and the goal-oriented care plans to help the women of WEAC reach a point of stabilization and secure permanent housing.
- Focusing on the natural cycle of the day; leading the development and delivery of goal-oriented care plans to emphasize life skills during the day and wellness on evenings and weekends.
- Lead, model, evaluate, and improve staff professional practices to ensure they are guided by relational approaches, trauma-informed practice, harm reduction methods, and ways of knowing from an Indigenous world view.
- Collaborate, in a multi-disciplinary team, to assess and develop infrastructure, frameworks and key processes that will ensure effective practice, clear and intentional scopes of responsibility and quality service experiences.
- Coordinate case management and conduct case file reviews ensuring that women are provided the best continuity of care to assist in stabilization and support their physical, emotional, mental, and spiritual wellness.
- Supervise direct reports in their role by regularly observing performance, recognizing successes, providing constructive feedback/coaching, and maintaining appropriate documentation to ensure staff growth and development.
- Support recruitment, orientation, and onboarding of program staff to maintain adequate levels and proficient teams.

Program Safety and Risk Management

- Coach and support front line staff team to improve safety and risk management practices (e.g., crisis intervention, de-escalation, critical incident response, security procedures, etc.)
- Lead debriefing of critical incidents and follow-up planning, in consultation with the multi-disciplinary team.
- Communicate and liaise with first response teams, external organizations (e.g., police, emergency medical service, crisis diversion) and maintain and improve inter-agency coordination and collaboration.

Resident Care

- Communicate and receive information from the multi-disciplinary team

regarding progress of the women, significant changes in behavior, and any concerns/challenges that the women are experiencing to support women's pathway to housing.

- When natural opportunity arises, promote conflict resolution, positive communication, empathy, and respect (through positive reinforcement, role modeling and supportive listening).
- Working within a framework of natural law/natural consequences and relationship-based practice to implement relevant accountability processes.
- Facilitates regular meetings with the women of WEAC to plan wellness goals and activities ensuring the women's interests are supported.
- Ensure culturally specific programming, focusing on improving areas of recovery, health, and well-being.

Administration

- Produce high quality, complete and timely program documentation ensuring safe and seamless delivery of services at WEAC.
- Foster a professional practice culture that values the importance of clear, concise, and timely documented outcomes.
- Responsible for the oversight and administration of the wellness/recreation budget.
- Practice active case management to ensure up to date and accurate information is recorded in all service documentation.
- Monitor and evaluate the program's professional practice objectives, and the effectiveness and efficiency of key program processes.
- Ensure required reports are prepared and communicated in a timely manner.

Qualifications Required

- Degree in Social Work with RSW in good standing or equivalent
- Police Information Check with Vulnerable Sector
- Intervention Record Check

Asset Certificate Based Training

- Nonviolent crisis intervention
- Suicide Intervention
- Standard First Aid and CPR level "C"
- Trauma Informed
- Harm Reduction

Experience

- 3+ years of progressive supervisory experience, including team leadership, individual/team mentorship, and development.
- 2+ years direct work with vulnerable people using a trauma-informed approach and an Indigenous world view.
- Proven ability to practice relational-based approaches, being mindful, supportive, and valuing lived experience while building professional relationships in unique and complex situations.
- Full competency and experience in harm reduction, de-escalation, person-

centered, trauma-informed, strength based, collaborative, solution focused and culturally/gender inclusive practices.

- Experience working in collaborative service delivery partnerships.
- Experience conducting and coordinating service planning and practice evaluations.
- Proven ability to foster a team environment and a community of practice, and to provide reflective supervision to team members.
- Intermediate proficiency in MS Outlook, Word, Excel, PowerPoint, and database applications.

Competencies

- Working Alongside Other Organizations – collaborative; people oriented.
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- Working Alongside Other Organizations – collaborative; people oriented.
- Strong Interpersonal and Organization skills – detail oriented, analytical thinker.
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