



## CASE MANAGER – Ref. No. 19003

### Prelude

### Permanent | Full-Time

**The Alex: Changing Health. Changing Lives.** The Alex Community Health Centre is a not-for-profit organization that is changing how we look at health care in Calgary. Our health, housing and food programs support our most vulnerable neighbours, tackling tough health and social issues head-on. Using a multi-disciplinary team approach, we focus care on assessment, intervention and promotion of all aspects of health. We embrace a model of health care that is accessible, responsive and participatory. In addition to the Family Health Centre, we run a Seniors Health Centre, a Youth Centre, two Mobile Community Health Buses, one Dental Health Bus, four Housing First Programs, a Community Food Centre and Youth Law.

#### **What we do and why we do it:**

The Prelude is a housing first program that services formerly homeless men and women. Our philosophy is that everyone is entitled to appropriate housing and the supports they need to sustain that housing. We deliver service within an Intensive Case Management model, through the lens of harm reduction and housing first.

The Case Manager will be responsible for establishing support in a place-based Housing model. This will involve engaging current clients who have had difficulty maintaining housing stability and developing ways to provide encouragement and support for them as they establish permanent housing. Working within the Intensive Case Management model, they will support clients in creating a personalized plan and goals. The Case Manager will work in conjunction with group case management team to oversee all 22 clients, complete assessments, recovery plans, and daily documentation. Working closely with all clients and support workers in providing daily support to clients and meeting client needs while reporting to the Team Lead.

#### **What you will do:**

- Provide professional case management services to clients who are taking residence at The Prelude
- Develop with the client a recovery plan that is strength based and grounded in the principles of Housing First and harm reduction
- Monitor client progress towards their personally developed goals
- Connect clients to appropriate services and resources in the community
- Coordinate service providers, ensuring a smooth delivery of service
- Complete the required paperwork, including assessments, for each client in a timely fashion
- Ensure timely communication with all service agencies providing service with our clients
- Crisis Support
- Provide ongoing support to clients living in The Prelude building
- Address behavioral issues as they arise and provide conflict resolution to tenants
- Monitor for safety issues in the building
- Maintain relevant, timely and accurate documentation of all client work in Service Point
- Attend all program meetings
- Facilitate one group per week in house
- Work to support each client in the community
- Maintain a clear understanding of The Prelude eligibility criteria and referral process
- Maintain client confidentiality and clear boundaries, within and outside the program.
- Represent the program and the agency in the community in a professional manner
- Adhere to the standards set out in The Prelude procedure manual
- Work collaboratively with all team members to achieve excellent service and outcomes for clients
- Household duties include, and are not limited to; cleaning, cooking, household upkeep
- Ensure regular contact with Team Lead
- Adhere to the social work code of ethics and the Calgary Homeless Foundation FOIP



**What you will bring:**

- Undergraduate degree in Social Work or related field is preferred
- Experience working with vulnerable clients
- Should have a solid understanding of the principles of Housing First and harm reduction
- Strong crisis management and communication skills with the ability to engage clients
- Able to work effectively as part of a team
- Must hold a valid class five driver's license
- Should be self-motivated and able to work with minimal supervision
- Must have superior documentation skills
- Responsible, being aware of, and following all health and safety, including psychological health and safety, policies and procedures; for protecting your own and others' health and safety at work sites; and, refraining from violence and harassment

**How to apply:**

If you are as passionate as we are about making a difference in people's lives, please submit your resume to [jobs@thealex.ca](mailto:jobs@thealex.ca) and be sure to include the job title and reference number in the subject line.

*We thank all applicants for their interest, however, only those selected for an interview will be contacted.*

For further information about The Alex and its programs, we encourage you to visit our website at [www.thealex.ca](http://www.thealex.ca)