

## Caseworker, Bridge to Home

Full-time (37.5 hours per week)

**Accessible Housing** opens doors to homes that are accessible and affordable for people with limited mobility. By providing a continuum of housing and support, we work to ensure that everyone has a home and belongs in community.

### Program Description

The Bridge to Home program is a 12-24 month, intensive case management program that is founded on the principles of Housing First and Harm Reduction. Bridge to Home works to house individuals who are either episodically or chronically homeless and are currently experiencing limited mobility. This program houses clients independently throughout Calgary while providing a focused, time-limited approach to case management as individuals transition from homelessness back into community.

### Job Description

Caseworkers provide intensive case management to 12 clients living in the community. Working from the Critical Time Intervention case management model, Caseworkers work alongside clients to establish both formal and informal linkages and supports within their community. The goal of these linkages is to help clients increase independence by finding appropriate support while maximizing chances of success. This position involves goal setting, conducting ongoing assessments, budgeting, advocating and networking with community agencies, supports and landlords, providing assistance with housing location, conflict resolution, and empowering clients to maximize their independence. In addition, Caseworkers work within a larger outreach team, collaborating with other Caseworkers, Housing Liaison, and the Program Coordinator, to achieve program objectives and standards while contributing to the continual evaluation and enhancement of the program.

### Core Competencies

**Accountability:** accepts responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner while striving for excellence to achieve the best possible results.

**Communication:** the ability to communicate both verbally and in writing in an effective and appropriate manner with staff, clients and external partners that demonstrates listening and openness.

**Problem Solving & Decision Making:** demonstrates the ability to accurately define problems and uses knowledge and sound judgment to take initiative to make decisions that are in the best interest of all parties involved.

**Team Focus:** Works cooperatively and effectively with others to build community, foster collaboration and work together to achieve common goals.

*Self-awareness:* the ability to be self-aware of personal thoughts and opinions and acting in rational and objective manor. Demonstrates emotional control and acts objectively in stressful or challenging situations rather than impulsively or emotionally.

*Initiative:* the ability to direct one's energy and time towards the outlined duties and responsibilities without requiring an external catalyst. Acts in a proactive stance rather than reactive.

## Duties and responsibilities

### *Principles and Values:*

- Promote agency values: maximum individual independence, equal opportunity, integrity and trust, collaboration and team work and respect
- Ensure that the program follows a client centered and strength based approach
- Work from a housing first & harm reduction model
- Promote teamwork by creating a supportive, collaborative and open work environment
- Demonstrate knowledge of agency philosophy, work in an ethical manner, and represent agency in a positive manner

### *Case Management:*

- Carry a caseload ratio of 12:1
- Work alongside clients in a supportive & strength-based focus
- Complete ongoing assessments, service plans & budgeting
- Work alongside clients to make linkages within the community
- Work within a larger team to help locate affordable housing that meets client need
- Use critical thinking and problem solving skills to make decisions regarding clients and housing
- Liaise with other professionals, landlords and agencies in clients best interest
- Work collaboratively with community partners, including partnering agency representatives
- Assist clients in completing applications for housing, treatment, income (AISH/Alberta Works) and other potential referrals

### *Administration:*

- Log all interactions in HMIS database
- Keep up-to-date client files, including monthly reporting
- Track statistics and current client information

## Qualifications

- Diploma/Degree in Human Services or related area
- Minimum two years related work experience with case management or working with targeted clientele
- Understanding of target population
- Strong knowledge of mental health and substance abuse
- Superior interpersonal skills
- Excellent organizational and time management skills

- Proficient in Microsoft Office Programs (i.e. Word, Outlook, Excel, etc.)
- A self-starter who takes initiative without needing cues
- Possess excellent written and oral communication skills
- Ability to work independently with limited supervision
- Strong team player
- Ability to adapt and work within a changing environment
- Valid Driver's License & Vehicle
- Satisfactory Criminal Record Check (CPIC)

### Working conditions

- Duties are performed primarily in the community, although this position has office space at Accessible Housing's main office
- Travel out of office is required daily
- This is a full-time (37.5hr) permanent position, Monday to Friday with the understanding that flexibility in their schedule may be required to meet needs
- Fast-paced and demanding work environment
- Mental capacity to successfully accomplish job requirements to the highest level of achievability
- Possible transportation of clients as needed
- Risks associated with working with "at risk" clients

### Physical requirements

- Is physically capable of handling daily routine of viewing units, climbing multiple flights of stairs and standing for extended periods of time.
- This position may require moving of furniture, and some light-moderate lifting, up to 50lbs

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### Application Information

If you are looking for a rewarding career at a growing organization, please forward your cover letter and resume to [resume@accessiblehousing.ca](mailto:resume@accessiblehousing.ca) and cite *Competition B2HCW* in the subject line.

Only those selected for an interview will be contacted.

**Closing Date for Applications:** When a suitable candidate is found

*Accessible Housing employees enjoy competitive compensation, extended health and dental benefits, a matching RRSP after one year of service, an accelerated schedule for earning additional vacation days, your birthday off, and a flexible work environment.*