

Case Manager (Newbridge)

Full-Time (40 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 supports, we work to ensure that everyone has a home and belongs in community.

Program Description:

Newbridge is a Permanent Supportive Housing program that is founded on the principles of Housing First and Harm Reduction. Eligible clients must be above the age of 18, be experiencing chronic or episodic homelessness, and currently experience a form of mobility impairment. Newbridge is a congregate-style residence providing housing for 10 males with communal kitchens, bathrooms, and living spaces. Emphasis is placed on community building and healthy living.

Job Overview

The Case Manager provides intensive case management to the ten (10) clients living at Newbridge. This position involves supporting clients with move-in, building strong rapport with clients, goal setting, conducting assessments, advocating and networking with community agencies, providing assistance with daily living activities, resolving conflicts within the household, and empowering clients to maximize their independence. The Case Manager will also take the lead on all aspects of community building initiatives within the program.

Responsibilities:

Principles and Values:

- Promote agency values: integrity, community, compassion and empowerment.
- 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 10:1
- Support the client with all aspects of move-in to building
- Work alongside clients in a supportive & strength-based focus
- Complete intake interviews, ongoing assessments, service plans & budgeting
- Work alongside clients to make linkages within the community
- Facilitate communication and coordination between care/service/support providers
- Work collaboratively with community partners, including partnering agency representatives
- Assist clients in completing applications for in home mobility aids, income (AISH/Alberta Works) and other potential referrals
- Provide crisis intervention as needed

Community Development:

- Identify potential areas for community engagement and development through regular participatory planning with residents and team
- Work independently and with team at ongoing and regular assessment of current programming and community development initiatives
- Identify and utilize strengths of individuals and community to foster positive community rapport and engagement
- Facilitate regular ongoing programs and community events

Reporting:

- Process and document all relevant paperwork and client consents
- Maintain client files to accreditation standards
- Update spreadsheets, track sheets and HMIS client profiles
- Daily client logging and service transactions in HMIS database
- Ongoing communication with the rest of Newbridge team through daily Shift Reports and Weekly Resident Updates

Daily Living & Basic Needs Support

- Address behavioural issues and conflicts as the need arises
- Monitor safety and security of building
- Assist clients with meal preparation and unit maintenance when required
- Perform basic housekeeping when necessary (ie. Mopping floors, garbage removal and cleaning/sanitizing common areas)
- Required to be on-call every third week or more often depending on organizational needs.
- Drive residents when required.

Program Development/Excellence

- Participate in Program evaluation and analysis
- Respond to client and agency partner feedback
- Share client success with team members and agency when appropriate

Qualifications and Experience:

- Post-secondary education in the Human Services field
- 2-3 years working directly with individuals experiencing homelessness and physical disabilities.
- Solid understanding of the principles of Housing First and Harm Reduction
- Experience working in a residential setting is an asset.
- Strong knowledge of mental health and substance abuse
- Superior Interpersonal skills
- Excellent critical thinking, and problem solving skills
- Excellent organizational and time management skills
- Demonstrated ability to deal effectively with multiple priorities in a fast-paced work environment.
- A self-starter who takes initiative without needing cues
- Strong team player
- High standards of professional integrity and proficiency
- Valid Driver's License (Class 5) and access to a reliable vehicle.
- Satisfactory Criminal Record Check (CPIC)
- Proficient in Microsoft Office Programs (i.e. Word, Outlook, Excel, etc.)

Core competencies:

- *Self-Motivated:* Motivated by oneself or one's own desires, without any external direction. Able to work in an environment where they receive little direct supervision.
- *Accountability:* Accepts responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient manner.
- *Communication:* Comfortable using a broad range of communication styles and chooses appropriate, effective ways to communicate with different audiences in diverse situations.
- *Critical Thinking:* Ability to break a situation down into smaller pieces to identify its key or underlying issues.
- *Building Effective Relationships:* Builds strong relationships with clients, focusing on understanding the needs of the client and getting the best possible results.
- *Client-Centered Care:* Provides care that is respectful of and responsive to individual client preferences, needs, and values, and ensuring that client values guide all decisions.



Working Conditions:

- The Case Manager duties are performed within the residence and out in the community.
- The Case Manager is required to be on-call.
- The Case Manager is required to transport residents to appointments and community activities as required.
- The Case Manager may be required to work weekdays, evenings and weekends to meet the needs of the clients.
- The Case Manager will be working with some challenging residents in the facility, as well as taking them out into the community. Organizational safety procedures for staff and residents must be upheld.
- The Case Manager will assist residents with daily living activities, ie. Doing laundry, sweeping/mopping floors, assisting with cooking, grocery shopping, and conflict resolution.
- The Case Manager will be required to work alone.
- Other duties as required

Application Information:

Accessible Housing operates as an open, dynamic, highly functioning team which values compassion, community, integrity and empowerment. If you are looking for a rewarding career with an established and caring culture, please submit your resume along with a cover letter indicating your desired salary range to: resume@accessiblehousing.ca

Only those selected for an interview will be contacted.

Closing Date for Applications: Until 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.