

## 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: 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 5:1
- 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

#### 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

#### On Call Support

- Provide Emergency On Call support to staff on rotating schedule
- Are aware of and confident with emergency procedures and protocols

#### Other Duties as Required

### Qualifications:

#### Education 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.

#### Skills and attributes

- 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:

- Case Manager duties are performed within the residence and in the community
- A valid Driver's license is required
- This is a full-time permanent position (40 hour work week)
- Required to work weekdays, overnights, evenings and weekends to meet the needs of the clients.
- Requires working with challenging clients experiencing physical disabilities, addictions, and mental health issues.
- Job requires assisting clients with daily living activities, i.e. doing laundry, sweeping/mopping floors, assisting with cooking, and conflict resolution.
- Transportation of clients to appointments and community activities, as needed
- Other duties as required

#### Physical Requirements:

- Is physically capable to handle basic household maintenance duties, if required.
- This position may require moving of furniture, and some light lifting, up to 50lbs



**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 NBCM** in subject line

Only those selected for an interview will be contacted.

**Closing Date for Applications:** Nov 2, 2018

*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.*