



## Case Manager, Bridge to Home

Full-Time, 9 Months with chance of extension

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

For more information about Accessible Housing, please view our website at [www.accessiblehousing.ca](http://www.accessiblehousing.ca).

### 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 Overview:

The Case Manager will provide intensive case management to clients living in the community. Working from the Critical Time Intervention case management model, Case Managers 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, Case Managers work within a larger outreach team, collaborating with other Case Managers, Housing Liaison, Resource Specialist and the Program Coordinator, to achieve program objectives and standards while contributing to the continual evaluation and enhancement of the program.

### Duties and 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:

- 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 in terms of mobility, affordability, and overall fit.
- Use critical thinking and problem solving skills to make decisions regarding clients and housing.
- Liaise with other professionals, landlords and agencies in client's 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.
- Follow all organisational policies and procedures in regards to personal safety while on the job.

#### Qualifications and Experience:

- Diploma/Degree in Human Services or related area.
- Minimum two years related work experience with case management or working with targeted clientele.
- Knowledge of homeless serving sector, and experience working with individuals with disabilities, are an asset.
- 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 (Class 5) and access to a reliable Vehicle.
- Satisfactory Criminal Record Check (CPIC).

#### 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.

#### Working conditions:

- The Case Manager duties are preformed primarily in the community, although this position has office space at Accessible Housing's main office.
- The Case Manager is required to travel out of office daily.
- The Case Manager must be able to work in a 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
- The Case Manager will be working with at risk clients. Organizational safety procedures for staff and residents must be upheld.
- Other duties as required.
- For the time being while COVID-19 is a factor, this position will be required to work remotely every other week. This may change at any time based on Accessible Housing's discretion.

#### Application Information:

If you are looking for a rewarding career at a growing organization, please apply with your resume and cover letter and cite **Case Manager** in the subject line. Applications can be sent to [resume@accessiblehousing.ca](mailto:resume@accessiblehousing.ca)

**Closing Date for Applications:** Until a suitable candidate is found.

*We thank all candidates for expressing an interest in this position and we will be in touch with those candidates demonstrating the best fit for the organization's needs.*

*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.*