



Complex Case Manager – Ref. No. 18086 Youth Health Centre Temporary Full-Time Position; 2-year term

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 the Youth Law.

What we do and why we do it:

The **Youth Health Centre (YHC)** has been making a difference in the lives of Calgary's youth aged 12 – 24 since 2008. We understand the unique challenges faced by vulnerable youth in our community. Our dedicated team of professionals are passionately committed to providing services and supports that break down barriers to a healthy future.

We are currently seeking a temporary full-time **Complex Case Manager** for a 2-year term for our Youth Health Centre. Working in conjunction with other Youth Health Centre Staff, the Complex Case Manager will complete a client needs assessment and develop a goal/care plan to help clients address identified needs and provide counselling focused on the needs of the client, advocacy, and system navigation. Working collaboratively with our multi-disciplinary healthcare team, the Complex Case Manager will ensure supports in all relevant service areas are maximized. This position will report directly to the Team Lead.

What you will do:

- Provide professional case management services to clients who access the YHC
- Develop with the client a service plan that is strength based, client centered and trauma informed
- Monitor client progress towards their personal goals
- Connect clients to appropriate services and resources
- Coordinate service providers, ensuring a smooth delivery of service
- Co-Facilitate group therapy sessions
- Ensure timely communication with all service agencies providing service to our clients
- Crisis Support
- Maintain client confidentiality and clear boundaries
- Represent the program and the agency in the community in a professional manner
- Work collaboratively with all team members to achieve excellent service and outcomes for clients
- Be aware of and follow all health and safety, including psychological health and safety, policies and procedures; for protecting their own and others' health and safety at work sites; and, refraining from violence and harassment



Desired qualifications include:

- Bachelor's in Social Work, Psychology or human services related field
- Strong interpersonal communication and crisis management skills
- An understanding of addictions, mental health, harm reduction and trauma informed care
- Experience in outreach work
- Knowledge of community and referral resources
- Able to take initiative and work independently
- Training in any of the following would be considered an asset: Applied Suicide Intervention Training, Mental Health First Aid, Nonviolent Crisis Intervention, Therapeutic Crisis Intervention or Motivational Interviewing
- A passion for advocating and building relationships with hard to engage youth
- Ability to multi-task in a fast-paced environment
- Must have a valid Class 5 driver's license and provide drivers abstract
- Candidate must be willing to have a Police Information Check and Child Intervention Check completed
- Valid First Aid and CPR are mandatory

How to apply:

If you are passionate about working with vulnerable youth, please email your resume to jobs@thealex.ca and be sure to include the job title and reference number in the subject line.

For further information about The Alex and its programs, we encourage you to visit our website at www.thealex.ca

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