



Case Manager – Ref. No. 19003

The Prelude

Permanent | Full-Time

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 Community 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 Youth Law.

What we do and why we do it:

The Prelude is a housing first program that services formerly homeless men and women. Our philosophy is that everyone is entitled to appropriate housing and the supports they need to sustain that housing. We deliver service within an Intensive Case Management model, through the lens of harm reduction and housing first.

We are currently looking for a **Case Manager** to join The Prelude program. The Case Manager will provide ongoing support to formerly homeless men and women as they establish permanent housing. Working within the Intensive Case Management model, they will support their clients in creating a personalized plan and goals. Case Managers will then meet on a regular basis with their client and provide the necessary supports in order for their client to meet their personally developed goals. This is a permanent full-time position.

What you will do:

- Provide case management to clients exiting homelessness
- Connect clients to appropriate services in the community
- Complete needs and risk assessments
- Respond to crisis situations
- Work from a culturally competent framework
- Work with clients in their own homes
- Help identify risk factors which could lead to eviction, and work to reduce the likelihood of eviction
- Drive clients to and from appointments, and assist with daily activities as required
- Advocate for the rights of tenants using the Residential Tenancy Act
- Aid clients in navigating the justice system
- Assist in finding appropriate housing
- Assist clients in obtaining income supports
- Support clients who suffer from acute, severe and persistent mental health and substance use disorders
- Adhere to all health and safety regulations including: policies and procedures; protecting your own and others' physical and psychological health and safety; as well as, refraining from behaviors of violence and/or harassment

What you bring:

- Bachelor's degree in a relevant field preferred
- Experience working in the homelessness sector, along with strong knowledge of community resources
- Solid understanding of Housing First and Harm Reduction
- A strong foundation in addictions and mental health, including personality disorders, PTSD and trauma
- Exceptional written and verbal communication skills
- Ability to work independently and with confidence when dealing with conflict or at risk populations
- A class 5 driver's license, \$2,000,000 liability coverage in car insurance, and vehicle are mandatory
- Current First Aid/CPR is mandatory
- Responsible being aware of and following 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

How to apply:

If you are as passionate as we are about making a difference in people's lives, please submit your resume to jobs@thealex.ca and be sure to include the job title and reference number in the subject line.

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

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