

**Case Manager – Ref. No. 19034**  
**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 ages 24 - 65. 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. Our clients have polysubstance use with a high focus on methamphetamines. Approximately 45% of our clients are on community treatment orders.

We are currently looking for a **Case Manager** to join The Prelude program. The Case Manager will provide ongoing support to clients as they establish permanent housing. Working within the Intensive Case Management model, our ideal candidate understands this population and prides themselves on their strength of working within an acute team of individuals. If you are committed to a therapeutic approach and have the behavioral skills needed in this unpredictable and chaotic environment, this may be the role for you! A reward of this role? No overnights, no statutory holidays, and no weekends. Shifts fall between 7am – 10pm Monday through Friday. This is a permanent full-time position.

**What you will do:**

- Provide case management to clients exiting homelessness
- Support clients who suffer from acute, severe and persistent mental health and substance use disorders
- Provide CBT to clients thru weekly appointments
- Connect clients to appropriate services in the community
- Complete needs and risk assessments
- Respond to crisis situations
- Work from a culturally competent framework
- 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
- Aid clients in navigating the justice system
- Assist clients in obtaining income supports
- Adhere to all health and safety regulations

### What you bring:

- Bachelor's degree in a relevant field is required
- Experience working in the homelessness sector, along with strong knowledge of community resources is required. Practicum experience will be considered
- Solid understanding of Housing First and Harm Reduction
- A strong foundation in addictions and mental health, including schizophrenia, 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 non-GDL driver's license, a personal vehicle, and \$2 million liability insurance are required
- Current First Aid/CPR is mandatory
- Knowledge, skills and abilities to work with complex individuals experiencing addictions, mental health, isolation, homelessness and poverty concerns
- Strong communication skills and ability to adapt communication style to meet the needs of a specific individual
- Must be comfortable working using harm reduction, strength based, natural and logical consequences, and trauma informed care techniques as well as an understanding of anti-oppressive practice
- Firm boundaries yet able to effectively build relationships with hard to engage patients
- Assertive, professional and positive, with an ability to effectively represent the organization
- Experience with starting and maintaining opioid replacement therapy (Suboxone and Methadone)

### Why You Want to Work with Us:

The Alex is an innovative and diverse organization which seeks to invest in its employees and see them succeed in their chosen careers. If you are seeking a deeply rewarding, yet challenging career helping Calgary's vulnerable populations, this might be the place for you!

- Salary Band \$48,000 – \$53,000/annum
- 3-paid weeks of Vacation
- Paid Wellness and Personal Days
- RRSP Matching after 6 months
- Reimbursement of Professional Designation fees
- Investment in Professional Development
- Health and Lifestyle Enhancement benefit
- Opportunities to attend Conferences and trainings

### 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](mailto:jobs@thealex.ca) and be sure to include the job title and reference number in the subject line. **Deadline to apply is Tuesday May 28, 2019 by 4pm.**

*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](http://www.thealex.ca)