

**Case Manager– Ref. No. 20036**  
**Youth Health Centre**  
**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 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, and a Community Food Centre.

**What we do and why we do it:**

The Alex Youth Health Centre provides comprehensive health services in a multidisciplinary team through a welcoming, accessible, confidential, non-judgmental and youth-friendly environment. The goals of the Youth Health Centre (YHC) are to provide integrated health, counselling, and social services to reduce barriers for youth aged 12 to 24 and to improve clients' outcomes in the areas described above.

Reporting to the Case Management Team Lead and working collaboratively with the case management team and the broader team of professionals at the Youth Health Centre and at The Alex, the Case Manager carries a caseload and works with each client to develop a goal/care plan to help clients address identified needs, achieve goals, improve outcomes, and move forward with their lives as quickly as is reasonable.

**What you will do:**

- Provide professional case management services with fidelity to the pre-identified CM model to an evolving caseload of 30-40 clients, some of whom may be shared with other case managers or other Alex staff
- Develop with the client a service plan that is strength based, client centred, and trauma informed
- Arrange, coordinate, and advocate for delivery and access to a range of programs and services designed to meet the client's needs with the goal of helping them to move forward with their lives
- Monitor client progress towards their personal goals and improved outcomes and quality of life
- Connect or accompany clients to appropriate services and resources and provide services in the community, in the home, and at The Alex as required
- Coordinate service providers, ensuring a smooth delivery of service
- Complete required questionnaires as scheduled in CiviCRM and collect any other data as directed
- Ensure timely communication with all service agencies providing service to our clients
- Provide crisis support and solution-focused brief counselling and motivational interviewing
- 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
- Provide or support group programs and drop-in services as directed
- Any other duties as required
- Assist with data collection and entry as directed

### What you bring:

- Undergraduate degree in Social Work is preferred; a related human services or health services degree will be considered
- Eligible for registration with their professional discipline in Alberta (e.g., Alberta College of Social Workers)
- Experience working with vulnerable clients
- Commitment to data collection
- Strong crisis management and communication skills with the ability to engage clients
- Ability to confidently and comfortably administer questionnaires that include sensitive questions and to maintain boundaries in so doing
- Ability to receive direction and to collaborate with others to achieve agreed upon goals
- Ability to work in a changing, sometimes stressful work environment
- Skills in assessment, support and intervention, consultation, crisis counselling and advocacy
- Able to take initiative and work independently as well as with a team
- Training in any of the following is considered an asset: Applied Suicide Intervention Training, Mental Health First Aid, Nonviolent Crisis Intervention, and Motivational Interviewing
- A class 5 non-GDL driver's license, a personal vehicle, a clean drivers abstract, and \$2 million liability insurance are required
- Standard First Aid – Level C CPR & AED are mandatory
- A satisfactory criminal record clearance and a Child Welfare Intervention Check
- Knowledge of the United Nations Declaration on the Rights of Indigenous People (UNDRIP) and the Truth and Reconciliation Commissions (TRC) 94 Calls to Action is an asset

### 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!

- Group Benefits after 3 months
- 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

### How to apply:

If you are as passionate as we are about making a difference in people's lives, please email 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. **This position will remain open until a suitable candidate is found.**

For further information about The Alex and its programs, we encourage you to visit our website at [www.thealex.ca](http://www.thealex.ca).

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