

**Complex Case Manager– Ref. No. 20037**  
**Youth Health Centre**  
**Temporary| 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 in conjunction with the case management team, other Youth Health Centre staff, and other Alex staff, the Complex Case Manager carries a case load of the Youth Health Centre's most complex clients. The Complex Case Manager completes a comprehensive client needs assessment and develops a goal/care plan to help clients address identified needs and provides counselling focused on the needs of the client, advocacy, and system navigation. Working collaboratively with our multi-disciplinary healthcare team, the Complex Case Manager ensures that supports in all relevant service areas are maximized. This is a temporary 7-month full-time position.

**What you will do:**

- Provide intensive case management with fidelity to the pre-identified ICM model to an evolving caseload of 15-20 of the most complex clients who access the YHC, 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
- Provide crisis support
- Provide counselling and therapeutic interventions to individuals and groups
- 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 and assessments as scheduled in CiviCRM and collect and enter any other data as directed
- Ensure timely communication with all service agencies providing service to our clients
- Monitor client progress towards their personal goals
- Connect clients to appropriate services and resources
- Coordinate service providers, ensuring a smooth delivery of service
- Facilitate group therapy sessions
- 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
- Any other duties as required

**What you bring:**

- Master of Social Work preferred; Bachelor's degree in Social Work, Psychology or related field will be considered
- Minimum two years' experience as a mental health clinician; must be authorized to perform psychosocial interventions
- Eligible for registration with their professional college in Alberta
- Knowledge of mental health/psychiatric conditions, substance abuse, individual and family development stages, and mental health act
- Skills in assessment, support and intervention, consultation, crisis counselling and advocacy are required
- Able to take initiative and work independently
- Confidence in dealing with conflict and at-risk situations
- Comfortable working independently and as part of a team
- Openness to a wide scope of practice with commitment to innovation and flexibility
- Commitment to data collection
- Training in any of the following would be considered an asset: Applied Suicide Intervention Training, Mental Health First Aid, Nonviolent Crisis Intervention, and Motivational Interviewing
- A passion for advocating and building relationships with hard-to-engage youth
- Ability to multi-task in a fast-paced environment
- A satisfactory criminal record clearance and a Child Welfare Intervention Check are required
- 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
- 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!

**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.*