



## Job Posting

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**Job Title:** Permanent Supportive Housing Case Worker  
**Reports to:** PSH Team Lead  
**Part Time Schedule:** 24 hours per week,  
12 hour shifts, Sat and Sun, rotating days and nights  
**Part Time Wage:** \$22.51 per hour

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### Position Summary:

The PSH caseworker works in a team employing Intensive Case Management model to assist clients in maintaining long-term housing. The PSH caseworker will have a thorough understanding of harm reduction and housing first philosophies and will be able to demonstrate this verbally and in practise. The PSH caseworker will also meet paperwork and reporting standards such as completing regular case plans, keeping up-to-date case notes, completing regular assessments, making appropriate referrals and documenting incident reports. In addition, the PSH caseworker will have strong crisis management, rapport-building and advocacy skills.

### Responsibilities:

- Create client-centered case plans and support client in reaching achievable and realistic goals and refer to community resources as appropriate
- Provided necessary support for client to maintain long-term housing, including managing client crises and the creation of safety plans
- Demonstrate ethically responsible practice with staff and clients alike
- Transports clients when appropriate
- Maintains files, case notes and daily stats
- Foster and maintain excellent relationships with health professionals who are involved with providing for clients' needs
- Participation and attendance at regular team meetings in program evaluation as needed
- Ensure compliance with regulatory standards (MSDS, OH & S, WHMIS), which includes assisting in maintaining cleanliness of the building, including regular room inspections and room cleaning support as required
- Assist with guest management and tenant relations as needed
- Adhering to building safety protocols and codes
- Assist with moderate to heavy lifting (e.g. move-ins, lifting mobility aids, assisting clients with mobility issues)
- Consistently demonstrate ability to take the initiative to make decisions/choices without direct supervision.

- Demonstrate knowledge and understanding of all policies and procedures and ability to reference them from appropriate books and manuals.

**Qualifications and Requirements:**

- At minimum, a two year diploma in a related field from a public post secondary institution, or in progress
- Strong understanding of FOIP
- Must be tolerant, non-judgemental with a high degree of compassion and empathy towards the homeless and those struggling with addictions
- Computer literacy, including effective working skills of MS Word, Excel and e-mail required.
- Time management skills, multitasking skills, and the ability to prioritize tasks with minimal supervision.
- A well-developed sense of diplomacy, including conflict resolution, de-escalation and people management skills
- High degree of resourcefulness, flexibility, and adaptability.
- Team player with strong written and oral communication skills.

Please submit a resume and a cover letter that clearly states why you are interested in this position, to: [careers@alphahousecalgary.com](mailto:careers@alphahousecalgary.com)