



## **Case Manager Assisted Self Isolation Site 6 Month Contract | Full-Time**

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

The pandemic response continues to evolve which requires a team that will have flexibility in their delivery of care. The Government of Alberta has identified that it is critical to have an Assisted Self Isolation Site (ASIS) for Calgary's vulnerable homeless individuals who otherwise do not have homes to self-isolate should they become symptomatic or ill with COVID-19. Our target population is Calgary area only, homeless persons with symptoms who have been tested in the community and require self-isolation while waiting for results; COVID-infected homeless persons requiring self-isolation while their illness resolves; homeless persons who have symptoms or have come into contact with a known case and don't have a home where they can properly isolate. The ASIS team will provide medical, mental health, addictions, and housing supports in a 24/7 operation of care.

Reporting to the Social Team Lead, the Case Manager is a key member of the social team and provides support for clients to successfully complete their self-isolation period. Working in collaboration with the social and nursing team, Case Managers are responsible for coordinating intakes and discharges, including supporting clients with housing and managing complex behaviors. 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. Shifts and layout of site also requires the ability to walk up and down stairs (up to 3 flights), lots of walking and some heavy lifting. This is a full time, 6 month contract position.

### **What you will do:**

- Provide case management to ASIS clients
- Complete assessments including: intake, discharge, housing assessments, risk assessments
- Support clients who suffer from acute, severe and persistent mental health and substance use disorders
- Discharge planning to ensure safe discharge for clients, activities may include creating a safe shelter plan, advocacy for housing placements, supporting independent market housing searches, referring to treatment centres, supporting reconnection to natural supports
- Connect clients to appropriate services in the community
- Lead discussions with clients surrounding the stages of change
- Crisis intervention and safety planning as necessary
- Work from a culturally competent framework
- Support client in obtaining medication coverage
- Adhere to all health and safety regulations

- Ensure that proper documentation takes place; conducts file and database audits on a regular basis
- Coordinate care and discharge planning with medical team
- Provide outreach support to clients that may include but is not limited to: client transport, warm handover with community agencies, accompaniment to appointments if necessary
- Ensure all information is properly collected and stored
- Maintain client confidentiality and clear boundaries
- Represent the program and the agency in the community in a professional manner
- Support team members on an as needed basis with client or work-related issues
- Help to create a positive work culture and team spirit

**What you bring:**

- Degree or diploma in a social services-related field or combination of education and experience may be considered
- Experience working in the homelessness sector, along with strong knowledge of community resources is required. Practicum experience may be considered
- Demonstrated understanding of Housing First, Harm Reduction philosophies and trauma-informed care
- Exceptional written and verbal communication skills
- Ability to work independently and with confidence when dealing with conflict or at risk populations
- 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 and trauma informed care techniques as well as an understanding of anti-oppressive practice
- A class 5 non-GDL driver's license, a personal vehicle that can be used for work purposes, a clean drivers abstract, and \$2 million liability insurance are required
- Standard First Aid – Level C CPR & AED is preferred
- A satisfactory criminal record clearance is required
- Knowledge of the United Nations Declaration on the Rights of Indigenous People (UNDRIP) and the Truth and Reconciliation Commissions (TRC) 94 Calls to Action an asset



### **Working Environment:**

- ASIS is a 24/7 residential program; work will take place at ASIS, and as outreach in the communities where our clients live
- 1 FTE (37.5 hours/week). 8 hour shifts Monday – Friday. Some evening and/or weekend shifts may be required
- Continuous extended periods of sitting, standing and walking
- Frequent climbing and carrying objects up or down stairwells (up to 3 flights)
- Frequent driving as part of work duties
- Occasional physical action; requires the ability to bend/crouch, reach above shoulder height, kneel, and carry objects (> 20lbs) throughout the shift. This may include lifting and transferring clients who require assistance moving.

### **Driving on behalf of The Alex:**

This position is required to use your own vehicle for work-related use or drive Alex vehicles for work purposes including transporting clients. Where required, candidates must show proof of a class 5 non-GDL driver's license, a personal vehicle, a clean 5-year drivers abstract, and \$2 million liability insurance to meet our insurance provider's requirements.

As a condition of employment, The Alex requires the successful candidate to be fully vaccinated against COVID-19. Where the candidate has not obtained the vaccine, the candidate will be considered on an exceptional, and case by case basis; The Alex will adhere with its obligations under the Alberta Human Rights Act.

### **How to apply:**

If you are as passionate as we are about making a difference in people's lives, please visit our career centre at: [Join Us - The Alex](#)

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