



Discovery House Family Violence Prevention Society

POSITION TITLE:	Case Manager, Community Housing Program
REPORTS TO:	Team Lead, Community Housing Program
POSITION TYPE:	Full-time Permanent
FLEXIBLE WORK:	Eligible
LOCATION:	Calgary, Alberta
STARTING SALARY:	The salary range for this position starts at \$50169.00 Actual salary will be determined based on the candidate's relevant years of experience and educational qualifications
JOB CLOSING DATE:	Until a suitable candidate is found

WHAT WE DO

Discovery House is a non-profit organization that empowers families who have experienced domestic violence with the space, supports, and skills to imagine and create a better life. We provide transitional housing, offering long-term, safe places for families to call home while they begin rebuilding their lives. Our team of professionals provide families with customized supports and counselling to help mitigate the impacts of trauma, and programs to prevent the cycle of abuse from repeating in future relationships.

WHAT OUR EMPLOYEES LOVE

- Three weeks of vacation to start.
- A blend of community engagement, office collaboration, and flexibility in planning the work day to support both impactful work and work-life balance.
- Additional time off including Wellness Days, Professional Development Days, and Sick Days.
- Benefits Package and Employee and Family Assistance Program.
- A dog friendly workplace.
- We observe all Statutory Holidays (including the optional ones), and employees may substitute religious holidays for celebrations that are relevant to their cultural identity.
- Opportunities to actively participate in various committees including Health & Safety, Equity, Diversity & Inclusion, Indigenous.
- A 2SLGBTQ+ welcoming environment.
- Potlucks, celebrations, work-life balance, and plenty of fun.
- Being a part of a reputable not-for-profit organization (7-time winner of Top 100 Rated Charities in Canada!)

We are building towards an inclusive and equitable workplace that reflects the diversity of the communities we live in, creating the opportunity for every employee to reach their potential. We welcome applications from people in all underrepresented groups, believing we are at our best when everyone has a seat at the table. If you have some but not all the qualifications for the position, but are willing to learn, we invite you to apply. Accommodations are available upon request throughout every stage of our recruitment process.

Join our team and be part of a transformative organization committed to ending domestic violence. As advocates of **Empowerment**, we believe in unlocking the potential in every individual, fostering resilience, and empowering positive change. Our **Tenacious** spirit drives us to get things done and make a lasting impact, while our commitment to **Inclusion** ensures that everyone belongs and is welcomed in our community. Embracing **Curiosity**, we continually learn, innovate, and adapt to break the cycle of domestic violence. Through **Collaboration**, we build strong connections and work collectively to create a safer, more equitable world for all. If you're passionate about making a difference, join us in our mission to empower, thrive, and create positive change together.

WHAT YOU'LL DO

Reporting to the Community Housing Program Team Lead, the Case Manager is required to focus on a family's practical needs through identifying, sourcing, and coordinating services, and by offering systems navigation, connecting the families to the long-term community supports they identify as being most important to them. Case Managers also engage in innovative programming that supports clients beyond case management.

This role is distinctively community-based, meaning Case Managers are not office-bound or working from home—they are actively serving clients where they live and navigate their daily lives. The work will involve engaging with families in the community, going beyond desk duties to provide hands-on support and connection to local services. By being present in the field, Case Managers build trust and a deeper understanding of clients' practical needs, helping to coordinate essential wrap-around services right where they are needed most.

- Completes intakes and ongoing assessments of the client's needs that will identify any barriers to maintaining safe and stable housing as well as any additional service needs of the family
- Develops an individualized family action plan for wrap-around service needs in collaboration with the client family and the case management team
- Coordinates and monitors wrap-around service planning for the client and their family
- Supports the client family to navigate systems (financial, legal, mental/physical health)
- Advocates on behalf of the client
- Transports clients in own vehicle as circumstances require, ensuring their safe and timely access to necessary services and appointments
- Provides information about and/or referrals to appropriate community agencies and resources
- Collaborates with community agencies and partners regarding the needs of the client family
- Supports programming and child development while working with mothers, and/or their children
- Maintains accurate documentation in client files
- Works with clients to develop monthly budgets and improve their financial literacy
- Completes and oversees a transition plan for clients who are ready to become fully independent of the program
- Establish and maintain appropriate documentation; case notes, assessments, safety plans as required for clinical program standards
- Keeps up to date case notes on any communication in person or electronically. This also includes recording the exact time spent (indirect or direct time) with client and/or their support system
- Completes and submits any application (internal or external) in support of client's plan of care
- Uses sound judgment and critical thinking to ensure all plans, decisions, and interventions align with agency policies, procedures, and ethical standards
- Advises Team Lead on any issues that arise with clients
- Other duties as required

This role primarily operates during morning and afternoon hours. However, occasional evening or weekend work may be required to support our programs and events. We value flexibility and collaboration to ensure our services meet community needs.

WHAT YOU'LL BRING

- Bachelor's degree in social work or related area and 2 years of experience; an equivalent combination of education and experience may be considered
- Registration with Alberta College of Social Workers (ACSW) or College of Alberta Psychologists (CAP), or equivalent, is an asset, and is required for those who are eligible
- Understanding of trauma-informed practice and crisis management
- Knowledge of the Housing First model, Harm Reduction model, and women's shelters
- Understanding of the intersection between domestic violence, poverty, and homelessness
- Strong interpersonal and organization skills
- Ability to work independently and within a team environment
- Strong communication and conflict resolution skills
- Valid driver's license and reliable vehicle required, accompanied by a minimum of \$2 million liability insurance coverage and business insurance (or documented provision from the insurer that allows for the occasional transportation of clients)

The successful candidate will be required to complete a Criminal Record and Vulnerable Sector Check and an Intervention Record Check.

IF YOU THINK YOU ARE THE RIGHT FIT

Please send your resume and cover letter to careers@discoveryhouse.ca stating the job title in the subject line. We thank all applicants; however, only those selected for an interview will be contacted.

We acknowledge the traditional ancestral territory and oral practices of the Treaty 7 signatories, including the Blackfoot Confederacy, which includes the Siksika, Kainai, and Piikani; the Îyârhe Nakoda Nations, including the Chiniki, Bearspaw, Goodstoney; and the Tsuut'ina Nation. The City of Calgary is also home to the Otipemisiwak Métis Government, Métis Nation Battle River Territory, Nose Hill District and Elbow District.