Discovery House Family Violence Prevention Society

POSITION TITLE:	Adult Case Manager
REPORTS TO:	Team Lead, Shelter and Outreach
POSITION TYPE:	Full-time Permanent
WORK HOURS:	Eligible for Flexible hours (core business hours apply)
LOCATION:	On Site; Calgary, Alberta
STARTING SALARY:	The salary range for this position starts at $50,169.00 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.

WHAT OUR EMPLOYEES LOVE

- Three weeks of vacation to start.
- A blend of community-building within our spaces and among our clients and staff, office collaboration, and flexible daily planning to support 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. The National Day for Truth and Reconciliation is observed as a paid Community Day with required participation
- 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 (8-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 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

We are seeking a dedicated and compassionate Adult Case Manager to join our team. This position will primarily report to the Shelter Team Leader and provide case management support. The role will also collaborate with our multidisciplinary teams, with responsibilities that may extend to other caseloads and organizational projects as needed. This role includes supporting and leading on-site programming and group activities within the shelter environment.

- Completes a thorough assessment 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 family
- Supports the client family to navigate systems (financial, legal, mental/physical health); works with clients to develop monthly budgets and improve their financial literacy
- Provide outreach support, including meeting clients in the community, in their homes, and accompanying them to appointments to ensure safe access to services and resources
- Advocates on behalf of the client and 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
- Support programming and child development initiatives, including facilitating and leading group-based activities on-site
- Maintain accurate and up-to-date case notes, assessments, and safety plans
- Completes and oversees a transition plan for clients who are ready to become fully independent of the program
- Transport clients in personal vehicle when necessary, ensuring safe access to services and appointments
- Advises Team Lead on any issues that arise with clients
- Other duties as required

This position is primarily on-site. The shelter environment is fast-paced and can be busy, noisy, and at times unpredictable, requiring the ability to work effectively amidst frequent interruptions and distractions in a shared space. The majority of work for this role involves supporting the shelter program, which requires consistent on-site presence due to the nature of the work and client needs, including accompanying clients to appointments to support access to services and resources. This role also includes an outreach component to provide continuing client support.

This position is required to work evenings as needed and may be required to participate in an on-call rotation. The specific work arrangement will be determined based on program needs.

WHAT YOU'LL BRING

- Bachelor's Degree in Social Work or related area and 2 to 5 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.
- Two (2) or more years of demonstrated experience supporting individuals and families impacted by domestic violence (DV) is strongly preferred.
- Strong knowledge of the domestic violence sector, including trauma-informed practice, safety planning, and available community resources for individuals and families
- Knowledge of the Housing First model, Recovery-Oriented System of Care (ROSC), and women's shelters
- Understanding of the dynamics of domestic violence, including risk assessment, safety planning, and crisis intervention, and the intersection between domestic violence, poverty, and homelessness
- Strong interpersonal and organization skills, ability to take initiative, collaborate and coordinate work across different departments of the agency, while keeping each area's priorities in mind
- Ability to work independently and within a team environment
- Experience facilitating or leading group programming and on-site activities in a social services or shelter setting is considered an asset
- 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.

In the spirit of reconciliation, we acknowledge that we live, work, and play on the traditional territories of the Blackfoot Confederacy (Siksika, Kainai, Piikani), the Tsuut'ina, the Iyarhe Nakoda Nations (Bearspaw, Chiniki, Goodstoney), the Métis Nation of Alberta, District 5 & 6, and all people who make their homes in the Treaty 7 region of Southern Alberta.cursus magna a nascetur, platea congue nostra libero justo. Maecenas vivamus semper vehicula scelerisque aptent suscipit laoreet tellus class, ultricies interdum metus eros varius mattis molestie imperdiet diam nullam.