



Courage • Compassion • Connection • Commitment

E4C, one of Edmonton's oldest and most respected social service agencies, is seeking a dedicated professional eager to join our team. This is an excellent opportunity for a gifted professional to make a significant difference to people, helping and supporting individuals and the community in undergoing positive change and increasing capacity.

### **Case Worker – Elizabeth House**

*Transitional Services*

#### **Job Purpose**

The Case Worker is a front-line staff member of the Elizabeth House team responsible for the delivery of service to program residents. The Case Worker will work collaboratively with residents to identify goals, strengths and barriers to obtaining and maintaining housing. Working work in partnership with internal partners (WEAC, ICMT, Crossroads programs) and many external agencies (e.g. PAAFE, Elizabeth Fry, AHS etc.), to make relevant supportive referrals, encourage and develop skills, work on housing placement in the community, promote personal growth and phone follow up for residents.

This position provides key support to residents, carrying out job duties through a team service delivery approach with the Resource Worker and the Care Work team.

The Case Worker supports and guides service user care and through their work collaboratively with residents and the fellow team members and partners.

#### **Duties and Responsibilities**

##### **Service Delivery / Case Management**

- Provide direct care to residential clients through crisis intervention, counseling and support; modeling and instructing appropriate living and life skills; advocacy and supportive referral to community resources; and planning recreational and/or group activities.
- Assess and monitor client cases through intake assessment, service planning, review and case conferencing; maintaining and reviewing client case documentation through the use of a data base (Efforts to Outcomes), communication with program staff and relevant parties.
- Support residents through crisis intervention, counseling and role modeling.
- Maintain a safe and healthy living environment through supervision of chores; mediating disputes and encouraging cooperation; and educating residents on health, safety and personal security.
- To identify strengths and areas of personal growth as well as evaluate the process and help residents identify own personal growth and successes.
- To track resident outcomes.
- To be computer literate in Microsoft Office and
- Other duties may be assigned as needed.

## **Support and Referral**

- Respond to requests for service through screening, assessment and communication of information and referral resources; and offering support to former residents and other clients in the community.
- Referral to appropriate services based on individual resident need.
- To accompany residents and to do supportive referral with residents.
- Work in consultation and service planning with relevant internal and external partners
- To use motivational interviewing skills.
- To work with other team members at Elizabeth House
- Other duties may be assigned as needed.

## **Administration**

- To maintain relevant case notes through the use of relevant data base programs
- Adhere to Human Resource and Program Policies and Procedures in delivering services.
- Participate in the evaluation of the interventions and residents progress
- To attend staff meetings, educational events and service planning meetings as required
- Other duties may be assigned as needed.

## **Qualifications**

Preferred:

- Strong interpersonal, communications and team work skills and the ability to work with initiative and independence
- Two years post-secondary diploma or degree in a human service field OR two years of directly related work experience.
- Strong interpersonal, communication and teamwork skills, empathetic, creative, enthusiastic and the ability to work with initiative and independence.
- Current Security Clearance and Child and Youth Intervention Module Checks.
- Current Standard First Aid and CPR and Suicide Intervention Training.
- Current Medication Administration course
- Aptitude and skill in computer use and database entry.
- Knowledge of inner city, homelessness, poverty, mental health, addiction, prostitution, abuse and multicultural issues.
- Valid Driver's License, proof of \$1 million PLPD insurance and operation of a personal vehicle required.

## **Working Conditions**

This position is a full time position, which involves some shift work and on call, must be able to manage and work in a stressful environment. Flexibility in scheduling may be required

Full Time Shifts - 40 hours per week are from:

7:30AM to 3:30PM	Monday to Friday
9:00AM to 5:00PM	Monday to Friday
4:00PM – 12:00AM	Sunday to Thursday
On call rotation	1 weekend per month

## Salary Scale

Starting: Direct II \$16.09/hr - \$18.10/hr

Please submit your résumé to:

E-mail: [hr@e4calberta.org](mailto:hr@e4calberta.org)

Fax: 780.425.5911

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