

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 – Crossroads Downtown**

*Transitional Services*

#### **Job Purpose**

Crossroads Downtown offers transitional housing to adults experiencing sexual exploitation and homelessness. As a member of the Crossroads Downtown team, your primary responsibilities will be providing effective team collaboration, conducting admissions; performing needs assessments; developing and reviewing an individualized service plan with each resident; group facilitation; coordination, advocacy and other activities using a person-centered model to assist individuals in obtaining and sustaining permanent community accommodation.

#### **Duties and Responsibilities**

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

- To provide direct care to residential clients through crisis intervention, counseling and support; advocacy and referral.
- To deliver programming in either a group setting or one on one (where appropriate) to include but not limited to: life skills; health; mental health; addiction; relationship dynamics; employability skills and development of positive social and family connections.
- To assess and monitor client cases in a comprehensive and collaborative team approach through intake assessment, service planning, review and case conferencing (where applicable), reviewing client case documentation, communication with program staff and relevant parties.
- To identify barriers to securing independent housing and offering support in overcoming these barriers.
- To maintain a safe and healthy living environment through supervision and coaching of housekeeping, meals, and inventory; mediating disputes and encouraging cooperation; educating residents on health, safety and personal security.
- Other duties may be assigned as needed.

##### **Support and Referral**

- To respond to requests for service through screening, assessment and communication of information and referral to resources.
- To work in collaboration with other E4C programs and partner agencies to provide a continuum of services.
- To provide on going support and follow-up to individuals once they have transitioned into the community through various like skills coaching.
- Other duties may be assigned as needed.

## **Administration**

- Maintain thorough case documentation.
- Develop educational materials to meet clients' needs, as required.
- Adhere to and implement the Crossroads Policy and Procedures and E4C Human Resource Policy and Procedures Manuals.
- Other duties, as required by the Program Manager.

## **Qualifications**

Preferred:

- Bachelor level degree in human services and / or 4 years of related experience.
- Experience in group facilitation.
- Belief in each client's ability to make positive changes and the ability to develop positive relationships with clients from all backgrounds.
- Strong interpersonal, communication, teamwork, leadership and organizational skills; non-judgmental, empathetic, flexible and the ability to work with initiative and independence.
- Class 5 Driver's License with a good driving record, use of personal vehicle and the operation of a company vehicle is required.
- Security Clearance and Child and Youth Intervention Module Check required.
- Standard First Aid and CPR and Suicide Intervention certifications required.
- Knowledge of sexual exploitation, abuse, addictions, mental health, homelessness, inner city, and aboriginal issues.
- Aptitude and skill in computer use and database entry.

## **Working Conditions**

Some shift work may be required however this position is primarily based on standard office hours. This position is required to be on an on-call rotation.

## **Salary Scale**

Starting: Direct II \$16.09/hr – \$17.40/h

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.