



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.

### **Follow-up Support Worker – Case Management Team**

*Housing and Mental Health Division*

#### **Job Purpose**

As a Follow-Up Support Worker for the Case Management Team you are responsible for supporting the Participants in a caring, nonjudgmental, and effective way as they establish stability.

Follow-Up support is an intensive case management process that involves meeting the client where they live, in their community and in their homes. This is hands on work that must, for the most part, take place in the community ensuring that all clients are integrated back into society.

#### **Duties and Responsibilities**

##### **Service Delivery**

- Advocacy for housing sustainability, health, basic and other needs.
- Develop and maintain Individual Service Plans based on a Participant's efforts.
- Coordinate services accessed by Participants.
- Provide on going support to Participants once they have transitioned into the community through home visitation using best practices.
- Explore with Participants their hidden talents and interests and support them in the development of those talents and interests.
- Continue to support ongoing contacts with Landlords and be able to integrate one of the following specialties in your practice, reflecting the collective Follow-Up Support model:
  - Child Welfare and Repatriation Supports
  - Mental Health Supports
  - Addiction and Prostitution Supports
  - Social Network Supports
- Other duties may be assigned.

##### **Health and Safety**

- Understand and adhere to HR Policies and Procedures related to health and safety.
- Other duties may be assigned.

## **Administration**

- Responsible for Participant ISP maintenance.
- Maintenance of Progress notes.
- Maintenance of prescribed materials supporting Housing First principles, as required.
- Other duties may be assigned.

## **Qualifications**

- College Degree, Diploma or a combination of experience and proven ability to effectively support homeless men and women afflicted with a multitude of barriers including addictions and mental health.
- Strong work ethic.
- General understanding of mental health issues, poverty, sexual exploitation, and addictions.
- RCMP Security Clearance, Child Intervention Check clearance, First Aid, and Suicide Intervention certificates (this can be acquired shortly after acceptance to CMT).
- Excellent interpersonal and communication skills.
- Creative problem solver and team player.
- Use of personal vehicle and necessary insurance.

## **Working Conditions**

As Follow-up Support Worker will accommodate a flex schedule that is based on a 40 hour work week in order to provide support to designated participants on an as need basis to encompass a wrap around support service.

The Follow-up Support Worker will have on-call responsibilities for Case Management Team participants on a rotating basis. The Follow-up Support Worker will demonstrate a willingness to work independently in the community in an outreach capacity utilizing prescribed data-collection software and prescribed practices.

## **Salary Scale**

Starting: \$19.10/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.