



## POSITION TITLE: CASE MANAGER, MURRAY'S HOUSE

### **Position Description**

#### SUMMARY

The SHARP Foundation provides care and support to individuals living with complex health and social profiles with co-morbidities which may include two or more of the following: blood borne infections, addictions, mental health issues, physical disabilities, brain injuries, histories of abuse, homelessness and criminalization.

The Case Manager works with a multi-disciplinary team to coordinate care and services for people to lead healthier lives and achieve self-sufficiency if possible. Services include emotional support, individual assessment, development of individual case plans, supportive addictions and mental health counselling, life skills coaching and linking clients to other needed community resources including medical, psychosocial, physical and spiritual supports. This case management position is 30 hours per week.

#### KEY ACCOUNTABILITIES

- This position reports to the Murray's House Program Manager and Team Lead.
- The incumbent works closely with SHARP's multi-disciplinary team to determine resident care and action items.

#### RESPONSIBILITIES

- Guides clients in identifying areas of need and developing goals, and assists in developing and maintaining client case plans which are assessed regularly.
- Assesses client, evaluates effectiveness of case plan and progress made by client, and participates in client treatment planning and case review with client care providers.
- Supports clients to access community resources, including recreational activities, housing, food, clothing, vocational opportunities or services, life skills, mental health services, addictions services and spiritual support services.
- Assists clients in identifying and maintaining peer support.
- Advocates for clients when necessary to ensure to adequate care, treatment and services from the community, as well as from the SHARP Foundation.
- Maintains comprehensive client files, which may include documents held for safekeeping on behalf of the client.
- Completes community referrals; assisting clients in applying for AISH, Income Support, CPP and Access Calgary.
- Builds ongoing relationships, connections and actively communicates with current community partners.
- Collaborates with community agencies and partners regarding the needs of the client.
- Provides ongoing education and support to staff in areas that are relevant to the competencies surrounding the care and support of clients. Areas may include mental health, addictions, cultural competency, healthy relationships, grief and loss and so forth.
- Supports clients to and from appointments as needed.

- Creates and submits monthly progress reports.
- Other responsibilities as identified and assigned.

#### WORKING CONDITIONS

- Apartment building with 23 individual residents.
- For the protection of the incumbent and the clients, tuberculosis testing, Hepatitis B immunization and annual influenza vaccinations will be required.

#### PROFESSIONAL COMPETENCY & CHARACTERISTICS

To succeed in this position the incumbent must have the following competencies and characteristics:

- Excellent supportive and active listening skills.
- Excellent communication skills at all levels – writing, listening, speaking.
- A positive attitude, creativity and flexibility.
- Is genuinely committed to the organizational mission, values and vision including harm reduction.
- Strong client focus – understanding of client self-determination, keeping the client engaged and participating in their own well-being using the strengths based perspective.
- Non-judgemental.
- Maintain professional boundaries, attitudes and practices.
- Adhere to the policies, procedures and practices of The SHARP Foundation.
- Demonstrated ability to use a computer effectively; create documents using Microsoft Office; gather and compile data and information using web-based data systems.
- Experience with HMIS and SPDAT administration an asset.
- Strong understanding of harm reduction and Housing First.

#### QUALIFICATIONS/KNOWLEDGE

- Diploma or degree in social work and registered with the Alberta College of Social Workers.
- Case management and assessment experience with vulnerable populations.
- Strong knowledge of mental health and substance use.
- Understanding of blood born infections.
- Non Crisis Intervention training and ASIST (or willing to complete).
- Knowledge of community health issues, services and community integration.
- Valid driver's license and vehicle (asset).

To apply: Forward a cover letter, résumé and salary expectations to: [hr@theSHARPfoundation.com](mailto:hr@theSHARPfoundation.com). This position will remain open until a suitable candidate is hired.

The SHARP Foundation is an equal opportunity employer and encourages applications from all sectors of the community including individuals living with blood born illnesses and those with a history of mental health or addiction.