



**JOB OPPORTUNITY: CASE MANAGER, MURRAY'S HOUSE**

**SUMMARY**

Established in 1990, the SHARP Foundation (SHARP) is a Calgary-based non-profit organization committed to providing a continuum of care including housing, healthcare, and support to those living with HIV or at the highest risk of contracting HIV.

Murray's House, the newest of 6 SHARP facilities, is a 24/7 permanent supportive housing program that houses up to 23 residents and was opened in January 2018 in partnership with the Calgary Homeless Foundation. The building houses individuals who have experienced multiple barriers to housing including, but not limited to, substance use disorders, mental and physical health concerns and long histories of homelessness.

The Case Manager, in collaboration with our interdisciplinary team, must be committed to providing non-judgmental, strengths-based, resident-centered approaches to empower those who reside at Murray's House to lead their safest and best possible lives. Services include emotional support, individual assessment, development of individualized case plans, supportive addictions and mental health counselling, life skills coaching and linking residents to other needed community resources including medical, psychosocial, physical and spiritual supports.

SHARP staff must be genuinely committed to the organizational mission, values and vision including harm reduction and compassionate care.

This position reports to the Murray's House Team Lead.

For the protection of the incumbent and the residents, tuberculosis testing, Hepatitis B immunization and annual influenza vaccinations will be required.

**Accountabilities/Responsibilities:**

- Provide case management, in collaboration with the team lead, for up to 23 residents.
- Ensure that the case management supports provided adhere to the Calgary Homeless Foundation's Standards of Practice: Case Management for Ending Homeless standards.
- Connect residents to appropriate services in the community.

**hope | dignity | compassion**

- Assess resident(s), develop a goal/action plan with the resident, review and revise case plan quarterly (at minimum)
- Respond to crisis situations
- Work from a culturally competent framework
- Work with residents in their own suites as well as in the community; support in navigating the health/judicial systems; support with applications for financial/income support (AISH, AB Works, etc.); referrals to community resources including recreational activities, health supports, addictions supports, vocational opportunities, mental health resources
- Identify risk factors which could lead to eviction, and work to reduce the likelihood of eviction
- Drive residents to and from appointments, and assist with daily activities as required
- Build on-going relationships and connections with community partners; communicate and collaborate with partners regarding the needs of the resident.
- Maintain comprehensive resident files (HMIS and paper)
- Communicate clearly to staff and team leader regarding resident needs, case planning, emergent issues
- Support residents who suffer from moderate to severe mental health and substance use disorders from a non-judgmental, harm reduction approach
- Adhere to all health and safety regulations

#### Qualifications:

- Bachelor's degree in a relevant field preferred; a diploma/certificate with significant experience
- Experience providing case management supports in the homelessness sector and/or in a Permanent Supportive Housing environment along with strong knowledge of community resources
- A positive attitude, a sense of humour, creativity and flexibility; able to work independently and as part of a team
- Strong resident focus – understanding of self-determinations, strength based-approaches
- Rock-solid professional boundaries, attitudes and practices.
- Certification in the following (or willingness to complete): First-Aid/CPR, ASIST/Suicide Intervention, NVCI or equivalent
- Experience administering the SPDAT as an ongoing assessment tool considered an asset.
- Solid understanding of Housing First and Harm Reduction principals
- A strong foundation in addictions and mental health, including personality disorders, PTSD and trauma; an understanding of HIV and other blood borne infections; strong understanding of Universal Precautions.

- Exceptional written and verbal communication skills
- Strong desire to keep up with best and promising practices in the field; a strong desire to participate in trainings and workshops
- Ability to work independently and with confidence when dealing with conflict or at risk populations
- Responsible being aware of and following all health and safety, including psychological health and safety, policies and procedures; for protecting their own and others' health and safety at work sites; and, refraining from violence and harassment
- A class 5 driver's license, \$2,000,000 liability coverage in car insurance, and access to a reliable vehicle are mandatory

Please forward cover letter and resume, including availability and salary expectations by email. Only those selected for an interview will be contacted.

The SHARP Foundation is an equal opportunity employer and encourages applications from all sectors of the community including individuals living with HIV