



JOB POSTING: CASE MANAGER

(FULL-TIME: 5 DAYS/35 HOURS PER WEEK)

SONSHINE COMMUNITY SERVICES MISSION STATEMENT:

"Motivated by our Christian faith, our mission is to help women and children transform their lives."

Sonshine Community Services is a charitable organization bringing hope and healing to families in need for more than 40 years. We envision a community where women and children live safely in healthy families.

We are a multi-services organization:

- The Sonshine Centre is a residential shelter serving women and children fleeing family violence and abuse. The Centre is an integral part of Calgary's collaborative response to domestic violence, housing women with and without children who are at a high risk for serious injury or fatality.
- The Children's Centre is the first licensed full-time children's Centre of its kind in Canada. It meets the unique needs of children who have experienced domestic violence or other forms of emotional trauma.
- Sonshine Community Counselling exists to support individuals to build health within families and relationships. We offer ethical, client-centred and trustworthy counselling to community members, with the intent of removing barriers to access to professional counselling.
- Sonshine Family Day Homes provides home-based childcare throughout the city of Calgary. Our home-based programs are inclusive, regulated, safe and caring.

PURPOSE OF THE POSITION:

The Case Manager provides crisis responses, referrals, advocacy, and support services unique to the clients served through the Sonshine Centre. This position requires an individual with strong interpersonal, initiative, assessment, planning, and personal management skills.

This position qualifies for health benefits and the salary will be commensurate with experience.

DUTIES AND RESPONSIBILITIES:

Case Management:

- Meet with assigned families moving into Sonshine and assist in orientation to the building, services, and the community. Prepare and review welcome packages and complete program overview and informed consent.
- Provide comprehensive and ongoing assessments of case management inclusive of intake, referrals to appropriate community supports, housing assistance, and systems advocacy.
- Manage a case load of families/individuals in various stages in the Sonshine program and transitioning into the community.
- Co-create service goals with the client and work in collaboration with the Client's Child and Youth Counselor, Parent Child Educator and Play Therapist, ICM, including the shelter school liaison and others as needed.
- Work with clients to develop monthly budgets and improve their financial literacy.



- Develop and coordinate the transition plan for clients who are transitioning back into the community and into Sonshine's Follow Up-Program.
- Bridge families to other Sonshine or community supports including counseling, parenting support and child development services.

Communication:

- Participate in regular team meetings and case conferencing.
- Establish and maintain a positive working relationship with schools, community agencies, Children Services and Calgary Police Services, and other agencies involved with families living at Sonshine Centre.
- Establish and maintain professional relationships with colleagues. Collaborate and communicate progress of the clients with Clinical Counsellors, ICM, Child and Youth Counsellor, Parent Child Educator and Play Therapist to ensure seamless service delivery.
- Foster an environment that is welcoming and inclusive and interact with clients in a trauma informed, strengths-based approach.
- Provide back-up support, and break coverage for reception as assigned.
- Foster a team-oriented, supportive, and accountable work environment.

Supervision and Professional Development:

- Attend individual supervision, team meetings, staff meetings, professional development and training as required.
- Be involved in peer support/consultation regarding cases as required.
- Provide supervision to students as assigned by the supervisor.
- Promote Sonshine Community Services' image by acting as an ambassador of the agency.
- Maintain ongoing professional development.
- Participate in annual performance reviews.
- Maintain current standing in a regulated professional association and follow the stated Professional Codes of Conduct, Standards of Practice and Professional Ethics.

Planning and Organizing:

- Establish and maintain a network of support services, service providers and agencies that may assist families further.
- Support effective group programming through supporting group design, development and facilitation as requested.
- Assist in the administration and coordination of community donations such as library cards, Adopt a Family, Kids Up Front, Zoo passes, holiday parties and other community generated resources.
- Assist clients in accessing and securing childcare.

Administration:

- Establish and maintain ethical documentation as required of all phone calls or in-person contact with clients (i.e.: case notes, safety plans, assessment plans), community meetings, and work conducted with and/or on behalf of families.
- Maintain accurate documentation in client files (using agency data base-i.e.: Outcome Tracker)
- Complete agency monthly expense, requisition, and time sheets.
- Maintain accurate and up to date data in agency data base and work in partnership with the Evaluation and Research Analyst to ensure all data is complete, accurate and correctly.



- Other duties as assigned.

QUALIFICATIONS AND SKILLS:

- Minimum of a Bachelor of Social Work or related field with 3 years working with vulnerable people with complex needs.
- Experience with case management.
- Knowledge of community resources and programs.
- Thorough understanding of domestic violence and trauma informed practice.
- Knowledge and skills in crisis counselling, supportive counselling, and trauma.
- Working knowledge of Office 365.
- Strong written and oral communication skills.
- Ability to function within a fast-paced work environment.
- A positive attitude, self-awareness, creativity, and flexibility.
- Ability to work independently and within a team environment
- Skilled in creating a safe therapeutic environment and fostering hope when meeting with clients.
- A genuine commitment to the mission, vision, values, and work of the organization.

REQUIREMENTS:

- Clear Police Security Check
- Clear Child Intervention Check
- Membership/registration with the appropriate regulatory body under the Health Professionals Act in Alberta (e.g., ACSW) required.
- CPR and First Aid.
- Valid driver's license and reliable vehicle with \$2 million automobile insurance.

PLEASE SUBMIT YOUR RESUME AND COVER LETTER TO THE EMAIL BELOW.

APPLICATION DEADLINE: OPEN UNTIL FILLED

Bridget Obafemi
HR Director
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Sonshine Community Services is an equal opportunity employer. We thank all applicants for their interest, however, only those selected for an interview will be contacted.