



JOB POSTING:
COMMUNITY 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 supports individuals to build health within families and relationships. We offer ethical, client-centered, 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 Community Case Manager provides support to clients transitioning from the Shelter Program into the 6 months Follow Up Program. This position requires an individual with strong advocacy, interpersonal, resourcefulness, planning, and personal management skills.

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

DUTIES AND RESPONSIBILITIES:

Case Management:

- Manage a case load of individuals/ families who are transitioning out of the Sonshine residential shelter and transitioning into the community follow up program.
- Provide comprehensive and ongoing assessments of case management, referrals to appropriate community supports, housing assistance, and systems advocacy.
- Support goal attainment with the client and work in collaboration with the Counsellors, Case Managers, Client's Child and Youth Counselor, Parent Child Educator and Play Therapist, ICM, including the shelter school liaison and others as needed.
- Provide crisis and supportive counselling according to the client's needs and presenting issues.
- When required, provide support by transporting and/or accompanying clients to court appearances, or other appointments as needed.

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 leaving the Sonshine Centre.
- Establish and maintain professional relationships with colleagues. Collaborate and communicate progress of the clients with the Director of Residential and Community Services, Clinical Supervisor, Counsellor, Case Manager, ICM, Child and Youth Counsellor, Parent Child Educator and Play.

Supervision and Professional Development:

- Attend individual supervision, team meetings, and staff meetings, as required.
- Be involved in peer support/consultation regarding cases as required.
- Provide supervision to students as assigned by the Director of Residential and Community Services.
- 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.
- Works collaboratively with referral partners to promote seamless services to clients and enhance partnerships with referral organizations.
- 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.
- 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.
- An optimistic, decisive, curious, and genuine approach.
- Efficient time management and organizational skills.
- Ability to work independently and within a team environment.
- Skilled in creating a safe 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
Sonshine Community Services
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Email: hr@sonshine.ca

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.