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Ka-pe-kiwehtahat Case Manager

Location: Calgary, AB
Position Type: Full-Time
Hours: Monday – Friday (37.5 hours/ week)
Program: **Ka-pe-kiwehtahat**

Position Summary:

The Case Manager is an experienced professional with an empathetic, non-judgmental view towards indigenous families, single adults, youth with complex needs. The Case Manager will work closely with The Ka-pe-kiwehtahat Diversion Specialist Case Manager is responsible for supporting and planning with up to a case load of 13-15 including: families, single adults, youth to assist them in maintaining the stability of their housing, addressing risk factors and building on their strengths to ensure successful community integration, over a period of time. The case manager provides housing location and case management support that begins with the quick rehousing of families, single adults, youth and that goes on to prevent the return of these families, single adults, youth to homelessness by providing on-going service and connection to culture services and support to help families single adults youth to maintain their stability once re-housed in the community.

Core Competencies

- Cultural Sensitivity
- Client Focus
- Adaptability
- Communication
- Resourcefulness
- Harm Reduction
- Teamwork



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Responsibilities

- Develop a plan of action that identifies the risk factors as well as their goals, strengths, and current support systems
- Provide quality case management for a caseload of 13 -15 families, single adults or youth
- Monitor the wellbeing of families, single adults, youth post-transition, provide support and connection to cultural resources and programs.
- Assist the families, single adults, youth to implement their plan of action to reduce risk factors / risk of homelessness, increase protective factors and to improve network of community support.
- Act as a role model showing positive interaction and problem solving;
- Liaise with landlord to ensure good relations and proactive resolving of issues;
- Maintain client files and HMIS data system entries.
- Updating of service plans, transition to housing strategies, and access to subsidies.
- Be fully informed on the services and resources offered by Alberta Works
- Work collaboratively with sector agencies, key stakeholders, and community resources.
- Refer families, single adults, youth and follow up on referrals to ensure that families are accessing support.
- Ensure families, single adults youth have all the basic necessities for move in.
- Maintain regular home visits in the community and phone contacts, in line with Case Management Standards.
- Ensure all cheque requested are handed in and legible
- Other duties as assigned.

Skills and experiences:

- Have a thorough understanding of Housing First and Harm reduction best practices
- Assessment and referral
- Understanding of the Residential Tenancies Act and associated legislation
- Proficient computer skills required
- Excellent written and oral communication skills required.
- Able to work day and evening shifts, and to flex hours from time to time.
- Act as a role model showing positive interaction and problem solving;
- A strong understanding and passion for prevention and diversion work is an asset
- Skill in developing and maintaining community partnerships
- Ensure a vast knowledge of Calgary area resources available to families, single adults, youth and how to access them.



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- Previous work with Indigenous families is an asset
- Ability to manage deadlines
- Strong people skills; friendly, energetic, calm under pressure
- Self-motivated, uses initiative, detail oriented
- Proven organizational, time management and multi-tasking skills
- Ability to maintain a high level of accuracy in preparing and entering information
- Ability to exercise good judgment, and maturity

Requirements:

- Knowledge of, and familiarity with Indigenous cultural traditions
- House First and Harm reduction
- Willingness to engage with diverse Indigenous ceremonies and Elders/Knowledge Keepers
- Diploma in Human Services or related field
- Ability to take initiative
- Ability to work individually as well as part of a team
- Ability to effectively communicate both verbally and in writing
- Ability to respond quickly in a dynamic and changing environment
- Criminal Record and Vulnerable Sector Check
- Child Intervention Check
- Valid First Aid or CPR certification
- Dual COVID vaccinations
- Suicide Awareness Training
- Crisis Intervention Training
- Self-Harm Training
- Quality Improvement and Outcomes Training
- Indigenous Awareness Training
- Diversity Training

We offer the opportunity to be part of a creative and positive work environment, a competitive salary, supports for professional development, opportunity for advancement, and the chance to be part of a team that supports children, youth and families to thrive within a culturally responsive community.

Please submit a cover letter and resume to careers@miskanawah.ca and reference **“Ka-pe-kiwehtahat Case Manager ”** in the the subject line latest by **October 22, 2021**.