

Position Title: LifeHouse Case Worker

Job Type: Full-time, Part-time, and Casual positions. One-year terms with possibility of extension.

Wage: \$20/hour

Report to: LifeHouse Coordinator

Position Summary:

The Case Worker position provides transitional housing for women and children and emergency shelter for single women. The shelter will offer temporary, short-term housing, while transitional housing will provide for longer term support, up to one, (1) year of safe, supportive housing. Guests of LifeHouse will be engaged in a comprehensive Case Management process designed to provide wrap around services, mentoring support, and referrals to other community agencies and services for outreach services required.

Principle Responsibilities and Accountability:

- A Case Worker has the responsibility of working cooperatively with other staff to help create and maintain a safe and supportive environment for women and children aimed at promoting and maintaining the mission, mandate, vision, values, and policies of LifeHouse and the individuals it supports.
- Maintain and promote the well-being, uniqueness, and independence of each guest of LifeHouse.
- Provide a safe, non-judgmental, and empowering environment to guests of LifeHouse by listening to women and exhibiting sensitivity and concern when interacting with the guests.
- Provide a supportive environment for women who are experiencing crisis in the areas of mental health, addictions, and other areas of family crisis.
- Maintain strict confidentiality of guest's names and individuals who utilize LifeHouse services.
- Develop, implement, and follow the Individual Service Plan (ISP) developed through the Case Management Process, by providing LifeHouse guests with supportive and helpful interventions.
- Assist LifeHouse guests of daily living including, but not limited, to arranging appointment, transportation, accessing community outreach services, and financial support as needed.
- Maintain safety and security by monitoring all aspects of the LifeHouse Policies and Procedures.
- Ensure the safety of the transitional housing and emergency shelter by completing security checks.1
- Provide the LifeHouse Coordinator with information on potential problems and assist in development of solutions and/or innovative approaches to problems.
- Provides shelter residents with information, advocacy, and resources.
- Supervise and assist in the daily functions of the shelter, including meal preparation, chores and work with residents to maintain a neat and clean environment.
- Assist guests of LifeHouse in orienting to communal living.

- May be required to stay and cover following shift in case of emergency, inclement weather, if next shift relief does not report to work and if unable to find coverage.
- May be required to work evenings or weekends as directed by LifeHouse Coordinator.

Administration:

- Providing and maintaining adequate guests' records and reports.
- Document crisis calls, intakes, evaluations, discharge, and other significant events.
- Enter end of shift report in logbook / HIFIS for coworker and supervisor review and follow up.
- Notify LifeHouse Coordinator of unusual cases, irregularities, accidents, illnesses and required repairs.
- Attend regular staff meetings as required.
- Other duties and responsibilities as required/assigned.

Other Responsibilities:

- Keep informed of key government programs for eligibility and benefit of LifeHouse guests.
- Interact with government department staff and other community agencies on behalf of LifeHouse guests.
- Develop and maintain a positive interaction with community agencies for the benefit of guests and LifeHouse.
- Participate in committee work as assigned/required.

Position Specification:

Education and Training

- Bachelor's degree in social science or a community college diploma in social services or an equivalent acceptable to the employer.
- Knowledge of case management procedures and Individual Service Plan development for guests.

Experience

- At least two years experience in the social service field.²

Skills and Knowledge

- Valid Driver's License.
- Valid CPR and First Aid Certificate.

- Comprehensive knowledge of community resources, programs and services.
- Ability to use numerous computer programs.
- Excellent verbal and written communication.
- Knowledge of the dynamics and the impact of violence on women and children
- Ability to organize information on community resources and relate same to other staff members, LifeHouse guests, and the public.
- Ability to work overnight shift.
- Demonstrate organizational skills and abilities.
- Demonstrate initiative.
- Ability to work independently and as a member of a team.
- Ability to deal effectively with difficult situations in a calm and objective manner.
- Exercise responsible judgment.
- Possess critical thinking and decision-making skills.
- Ability to multi-task.

Environment

This is a non-unionized position

To apply: Email a cover letter and resume to: LifeHouseJobs@ssidebgclub.com

*Please indicate whether you are applying for a Full-time, Part-time, or Casual position.

* Please note that only successful applicants will be contacted for an interview.