



Position Description: Intensive Case Manager ARCH

Start Date: ASAP

Closing Date: April 25, 2024

Salary Range: \$32 - \$42 per hour

Email CV or resume to jrogers@mhchs.ca before 12:00pm MST on closing date with subject line: ARCH2024-ICM. Only applicants selected for an interview will be contacted.

Position Summary

This position plays a key oversight role in Action Research on Chronic Homelessness (ARCH) Project led by Medicine Hat Community Housing Society. The ARCH Project seeks to understand and create effective supportive housing models for those experiencing chronic homelessness with complex needs currently underserved by the system of care. The experience of housing stability has changed and so the system of care is having to shift to a more advanced model for care for those community members we have been unable to serve collectively effectively. The ICM positions will contribute to the success of the project by providing a full range of expert knowledge and skills to the implementation of the program and ensure that the individualized case plans are honoring of the person's healing journey.

This position reports to the ARCH Program Manager.
40 hour work week.

Major Areas of Responsibility

Program & Service Delivery

- Assist and participate in the development, implementation, monitoring, and evaluation of ARCH project goals, objectives, policies, and priorities.
- Ensure consistent application of evidence-based assessment tools and adherence to the fidelity of housing with support practices.
- Provide ongoing assessment, care coordination, and monitoring of needs of service participants.
- Ensure that the case management process is logically, concisely, and legibly recorded.
- Coordinate and/or participate in case conferences with all relevant community organizations connected to the participants as required to ensure a collaborative community of care for each participant.
- Consistently use agency Policy and Procedures Manual, Code of Ethics and health and safety guidelines to guide solutions-focused decision making and actions; adhere to FOIPP and HIA regulations.
- Satisfactorily perform duties within job description and meet performance expectations.
- Demonstrate efficiency and effectiveness in use of work time, meeting deadlines, and achieving performance, program, and agency goals. Demonstrate concern for achieving or surpassing results required in the job.
- Maintain a current and thorough knowledge of the ARCH Project, and best practices identified by the study team, to ensure a high standard of service delivery based on the most recent best practices.
- In collaboration with the Program Manager, meet to assess new intakes into the ARCH Project.
- Ensure strong relationships with community members, especially those neighboring the ARCH Project building.
- Incorporation of Indigenous way of knowing in program delivery.
- Ensure the ARCH Project is adhering to evidence-based practice that is participant-driven, strength-based, recovery-oriented, trauma-informed, and meeting the expectations of outputs, outcomes, targets, and key performance indicators.

Accountability

- Adherence to the policies and regulations of the MHCHS.
- Adherence to the contractual and legal obligations of grant agreements with funders.
- Adherence to the project policies and procedures.
- Assistance with completion of reports as required by researchers and funders.
- Performance appraisal by the ARCH Program Manager.

Suitability

Experience and Education

- Degree (preferred) or Diploma in Social Sciences, Human Services field or equivalent.
- Three to five years professional experience working with vulnerable populations.
Equivalencies may be considered in conjunction with extensive relevant professional development and work experience.
- Demonstrated strong leadership, communication, and administrative skills.
- Skilled in the areas of recovery, addictions, mental health, family violence, and trauma.

Areas of Knowledge

This position requires knowledge and/or awareness of the following:

- Housing and homelessness.
- Intensive Case Management methods, principles, processes and techniques.
- Community resources including protocols for referrals.
- Recovery Oriented Systems of Care, addictions, mental health, family violence, and trauma.
- Policy development and implementation and inter-agency protocols.
- Specific disciplines such as social work, psychology, addictions, counselling, or other human services related fields.
- Data and team performance management principles and skills.
- Understanding of laws, codes regulations governing human rights, confidentiality, duty to report, and principles of consent.

Suitability Criteria

This position requires the ability to:

- Be sensitive to the dignity of individuals and families impacted by the effects of homelessness, addictions, and mental health.
- Use critical thinking skills and be confident in independent decision making.
- Ability to work as part of a cross-disciplinary team to ensure participants are fully supported and able to access available resources.
- Build collaborative, pro-active and service participant focused relationships to facilitate and maximize service participant, community, and system level outcomes.
- Review and analyze data for accuracy and trends.
- Identify program level issues, concerns, and needs.
- Communicate clearly and concisely, both orally and written.
- Operate computer systems and databases with proficiency.
- Self-motivated to learn and keep current with new research and emerging trends in the field.

Working Conditions

- Exposure to a variety of infectious and communicable diseases.
- Exposure to a variety of working environments.
- Exposure to a variety of professional practice delivery systems.
- Occasional non-traditional work hours.
- Standing and/or sitting for long periods of time.

Travel requirements

- Use of personal vehicle with mileage paid at the current MHCHS rates.
- Ability to travel for training and meetings.

License and Certificates

- Possession of, or ability to obtain, an appropriate, valid Alberta driver's license.
- Possession of, or ability to obtain, an appropriate, valid C.P.R./First Aid Certificate.
- Provide current, clear Criminal Record Check
- Provide current, clear Child Welfare Intervention Record Check
- In good standing with professional body, if appropriate (e.g. ACSW) and currently registered with body.