



Calgary Immigrant Women's Association is a not for profit Immigrant Serving Agency established in 1982. CIWA's Mission is to engage and integrate all immigrant women and their families in the community. We are seeking an individual who shares our values of Integrity, Equity, Inclusiveness, Innovation and Leadership.

Empower Immigrant Women. Enrich Canadian Society.

Case Manager for Gender Based Violence
Full time - 37.5 hours per week
Limited Term Contract (till March 31, 2021)
Competitive salary

The Case Manager works with a multi-disciplinary community response model based team in partnership with the Calgary Police Service. The Case Manager works with a multi-disciplinary team to coordinate care and services for immigrant and refugee families dealing with domestic violence to lead healthier lives and achieve self-sufficiency if possible. Services can be provided in-office or in the community and include emotional support, individual assessment, development of individual case plans, supportive and mental health counselling, life skills coaching and community referrals, basic needs and resource coordination including access to medical, psychosocial, physical and spiritual supports.

DUTIES AND RESPONSIBILITIES

- Establishes and maintains a caseload of clients
- Guides clients in identifying areas of need and developing goals, and assists in developing and maintaining client case plans which are assessed regularly
- Assesses client, evaluates effectiveness of case plan and progress made by client, and participates in case review with client care providers
- Provides strength based individual counselling and parenting support to clients and their families
- Supports clients to access community resources, including, housing, food, clothing, vocational opportunities or services, life skills, mental health services, addictions services and spiritual support services
- Supports all members of the family, including those who identified as perpetrating the violence and abusive behavior. Services can be provided in-office or in the community. Advocates for clients when necessary to ensure to adequate care, treatment and services from the service providers
- Maintains comprehensive client files, which may include case notes and other documents held for safekeeping on behalf of the client
- Attends and participates in required team meetings, case consults and committees
- Provides brief intervention to the individual who perpetrated the violence by discussing a safety plan specific and providing information and referrals to stop the family violence and abuse
- Builds ongoing relationships, connections and actively communicates with current community partners
- Collaborates with community agencies and partners regarding the needs of the client
- Ensure all client data entry is completed in the CMS and iCARE
- Provides ongoing education and support to staff in areas that are relevant to the competencies surrounding the care and support of clients - areas may include mental health, cultural competency, healthy relationships, grief and loss and so forth.
- Supports clients to and from appointments as needed
- Creates and submits monthly progress reports.
- Participate in training and professional development opportunities

- Attend and participate in CIWA events
- Other duties as assigned by the Department Manager

STANDARDS OF PERFORMANCE

- Ensure that professional approach is aligned with CIWA values
- Maintain a positive working relationship with all staff and volunteers of CIWA
- Maintain a positive image and professional work habits and represent CIWA in a professional manner
- Demonstrate a high level of initiative and enthusiasm
- Maintain confidentiality at all times
- Excellent supportive and active listening skills.
- Excellent communication skills at all levels – writing, listening, speaking.
- Strong client focus – understanding of client self-determination, keeping the client engaged and participating in their own well-being using the strengths based perspective
- Non-judgmental approach
- Maintain professional boundaries, attitudes and practices with clients at all times

QUALIFICATIONS

- A university degree in social work, psychology, health sciences or education counselling is preferred
- 5+ years' experience providing frontline service to newcomer and refugee women
- Case management and assessment experience with vulnerable populations
- Must demonstrate time-management abilities and problem solving and decision making skills
- Appreciation and knowledge of cultural diversity/experience working with an immigrant population
- Non Crisis Intervention training and ASIST (or willing to complete)
- Strong knowledge of community health issues, services and community integration
- Strong team work skills and the ability to work using a participatory management style
- Proven experience in proposal/report writing
- Computer literacy and strong communication skills including writing skills
- Second language is an asset
- As the position requires traveling, a vehicle license is required
- Ability to work independently and as part of a team
- High motivation and positive attitude

Pre-employment requirement: Successful candidate must clear Police Check including Vulnerable Sector Check.

If you are looking for a rewarding career in an environment that is collaborative, innovative and supportive, please forward your cover letter and resume to:

Human Resources

Calgary Immigrant Women's Association
 Suite 200, 138 - 4th Avenue SE
 Calgary Alberta T2G 4Z6
 Fax: 403.264.3914
 Email: careers@ciwa-online.com

The Calgary Immigrant Women's Association is an equal opportunity employer and actively seeks candidates from diverse backgrounds. We thank all interested candidates in advance but only those selected for an interview will be contacted.