



CommunityLinks

*Strong Individuals
Strong Families
Strong Communities*

Case Management Coordinator 1.0 (35 hours/week) FTE Position

Community Links is a non-profit agency providing a variety of programs and services that meet the needs of community members in all stages of life... from birth to seniors

Case Management Coordinator will provide professional practice leadership in the clinical supervision of staff providing the following services: intake, wraparound, seniors, domestic violence counselling, individual, and couples counselling, parent consultation and practicum students. Assists with program administration and team development.

The Case Management Coordinator will promote and align best practices while working collaboratively with members of interdisciplinary teams and community partners to coordinate the highest quality of service to individuals and families.

KEY RESPONSIBILITIES

Leadership

- Work collaboratively with members of interdisciplinary and management teams
- Respect for differences and inclusiveness of all individuals
- Demonstrate respect, integrity and professional boundaries in all interactions
- Promote agency vision, mission and values with all stakeholders
- Demonstrate collaborative solution focused problem solving
- Manage changes in the working environment
- Work in a dynamic and evolving not-for-profit setting
- Ensure services are culturally sensitive
- Generate reports and statistics in a timely manner
- Perform administrative tasks
- Manage high levels of stress and practice self-care
- Seek support and consultation when needed
- Promote best practice and standards established by relevant professional associations for staff

Clinical Supervision

- Provide clinical supervision and support for counselling/front line staff/practicum students
- Efficiently triage and manage workload assignment for client suitability and staff workload
- Conduct individual and team debriefing/consultations
- Monitor caseloads, case records and other pertinent documentation
- Act as an educational and supportive resource to staff
- Maintain professional and supervisory competencies
- Participate in internal committees
- Oversee Children's Services and EAP Files
- Provide counselling to people of all ages as deemed necessary

Human Resources and Management

- Support and participate in staffing requirements (timesheets, time off requests, hiring and orientation)
- Ability to promote, implement and strengthen policies and procedures
- Coach and mentor staff as appropriate to improve performance and goals
- Implement annual development plans with staff
- Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness while fostering teamwork
- Assess situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve issues
- Contribute to an ethical and safe environment

Program Planning and Management

- Provide support and input into funding reports/grant applications
- Support a flexible, versatile and/or changing work environment while maintaining effectiveness and efficiency
- Ensure ethical behavior and business practices are consistent with agency standards and align with the values of the organization
- Demonstrate respect for diversity and inclusiveness in program development and implementation with all staff, departments and stakeholders
- Connect community social needs to resources and referrals
- Participate in program audits, quality assurance, evaluation and outcome measurement, research and cost effectiveness

Community Relations

- Communicate with stakeholders to keep them informed of the work of the organization
- Participate in external committees
- Advocate and work in partnerships with others in and around the community
- Assist in identifying community needs and ways the organization can respond to facilitate positive change in the community
- Establish and maintain positive working relationships and collaborative arrangements with community groups, funders, politicians and other organizations to assist in achieving the goals for the organization

Risk Management

- Identify risks to the organization's people (clients, staff, management and volunteers), property, image and report those risks to Executive Director

EDUCATION, SKILL SETS, ABILITIES, REQUIREMENTS AND WORKING CONDITIONS

- Masters of Social Work Degree, or equivalent with a minimum of five years in counselling
- Supervisory experience with a minimum of two years of experience supervising staff
- Membership with ACSW or equivalent
- Certification of Supervision in field of counselling is an asset
- Trauma informed
- High energy level, self-motivated, enthusiastic, with the ability to work under pressure
- Strong interest in the community and ethical practice
- Excellent oral and written communication and interpersonal skills
- Ability to motivate and inspire people
- Excellent organization and time management skills
- Professional, proactive, punctual and reliable
- Strong computer skills
- Work independently and as a team player
- Function in a collaborative environment of joint leadership within an interdisciplinary team
- Work flexible hours (may include some evening hours and weekend work)
- Provide supports to rural areas as required
- ASIST (Applied Suicide Intervention Skills Training) and First Aid CPR/AED Level C
- Police Record Check & CS Child Intervention Record Check
- Required to stand or sit for extended periods of time during performance of duties
- Travel in all weather and road conditions
- May involve working with clients who present criminal or suicidal tendencies/potential exposure to violence and aggression
- Other duties as assigned

Terms: 35 hours per week; commencing as soon as suitable candidate is found

Closing Date: April 16, 2018 at noon.

Please submit your resume with cover letter to: Suzanne Howe, Administrative Services Manager, Community Links, 211 – 125 Main Street NW, Airdrie, AB. T4B 0P7, Fax: 403-945-3901 or e-mail: suzanne@nrvc.ab.ca

To learn more about Community Links please visit our website at www.nrvc.ab.ca

(Note: Only those applicants selected for an interview will be contacted. No Phone Calls Please)