

HUB Project: 2 F T - Complex Case Coordinator

The Housing Support Services Hub is an inter-agency initiative intending to enhance the capacity of member agencies to increase their service users' housing stability. Working collaboratively within a web of community resources, the Housing Support Services Hub will provide a set of core services to member agencies staff who are working directly with individuals and families facing housing issues. These core services would include case consultation, landlord recruitment/support and household financial management services.

Job Purpose

The Complex Case Coordinator will create and facilitate inter-agency case conferences that support individuals with complex housing needs to find more sophisticated, creative and coordinated solutions. This position will communicate frequently with transitional housing and community supports organizations, invite relevant representatives from agencies to conferences and track recurring, systemic barriers to housing that are repeated over conferences.

Duties and Responsibilities

- Be fluent with the spectrum of government programs, community supports and other services available to those in need of housing and housing supports
- Provide advice, information and appropriate referrals to caseworkers and agency representatives who find barriers to housing and housing supports with clients within the target populations
- Communicate frequently with transitional housing and community supports organizations to ensure service coordination
- Facilitate the planning and process for each complex coordination
- Work collaboratively with primary caseworkers to develop and execute individual service plans requiring complex case coordination
- Maintain an adequate filing system by keeping documentation filed in a timely and logical manner; so appropriate information is easily accessible
- Collect and distribute resource material (notifications) to appropriate file
- Promote teamwork to meet Agency goals, building positive relationships and supporting individuals equitably and fairly
- Demonstrates appropriate warmth, compassion and care towards all Families and Individuals

Qualifications

- Minimum BSW graduate and eligible for registration with the ACSW
- Specialized knowledge in the areas of social housing, transitional housing and community supports

- Must be able to develop trusting rapport with disadvantaged and abuse persons
- Minimum 5 years of relevant front-line, case management experience with a supportive housing organization
- Strong Interpersonal skills
- Good organizational skills
- Ability to carry through with professional development
- Strong team player with excellent team building skills
- Ability to identify and facilitate conflict resolution
- Adaptability regarding emergent priorities
- Self directed and motivated but clearly able to follow direction

Working Conditions

This position is a Full-time position 37.5 hours per week, 2 year contract

Salary: \$ 39,818 - \$ 46,000 plus benefits

Apply with resume & references to:

Human Resources Manager & Program/Volunteer Coordinator

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