



YWCA Lethbridge & District
604 8th Street South
Lethbridge, AB T1J 2K1
P 403-329-0088 | F 403-327-9112

Intensive Case Manager (One position available- 40 hours/week)

Position Description Summary: Reporting to the Domestic Violence Shelter Services Manager, an Intensive Case Manager (ICM) builds on existing programming (in shelter and in the community) to provide intentional and intensive specialized support services tailored to the unique needs of individuals leaving family violence. Specializing in domestic violence ICM, the ICM team employs expertise supports related to assessing danger, developing safety plans, and collaborative risk management. ICM may include support in obtaining or maintaining safe, appropriate housing and supports to overcome barriers to maintaining housing. ICM participants may or may not have accessed the shelter.

Required Knowledge:

- ❖ Strong knowledge of Social Service Community Agencies and protocols.
- ❖ Strong knowledge of domestic violence.
- ❖ Knowledge of the Housing First Model.
- ❖ Knowledge of the Harm Reduction Model.
- ❖ Knowledge of Trauma Informed, Person-Centered Care.
- ❖ Understanding of divorce, separation, and child welfare issues.
- ❖ Knowledge of family violence dynamics, addictions, mental health issues and victimology
- ❖ Knowledge of intake and assessment procedures.

Required Skills/Attributes:

- ❖ Strong interpersonal and communication skills, both written and oral.
- ❖ Exercise good judgment and sound decision making skills.
- ❖ Ability to work both independently and in a team.
- ❖ Strong organizational skills.
- ❖ Ability to address groups.
- ❖ Sensitivity to cultural diversity
- ❖ Excellent time management skills.

Education and Experience:

- ❖ Degree or Diploma in Human Services Field
- ❖ CPR/First Aid Standard Level C with AED
- ❖ Clear Vulnerable Sector/Criminal History
- ❖ Clear Child and Youth Intervention Module Check

Salary:

- ❖ \$24.04 per hour

Resumes with three references to be submitted to:

Mahreen Rana
Human Resources Manager
YWCA Lethbridge and District
604, 8th St. South
Lethbridge, Alberta T1J 2K1
Fax: (403) 327-9112
Email:HR@ywcalethbridge.org (only candidates selected for an interview will be contacted)

Deadline: Position to be filled immediately. Applications to be accepted until hiring of successful candidate

****YWCA Lethbridge and District is an equal opportunity employer****



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