

TITLE: Intensive Case Management Worker (ICM)

DEPARTMENT: Harbour House Support Services

CLOSING DATE: Sunday, September 17th, 2023

COMPENSATION: \$26.44/hourly

STATUS: Permanent Full-Time

REPORTING LINE: The Intensive Case Management Worker reports directly to the Team Lead and the Program Manager.

POSITION DESCRIPTION SUMMARY:

The Intensive Case Management Worker is responsible for the provision of crisis support, client advocacy, evidence custody and education for those impacted by domestic and sexual violence. The ICM Worker provides expertise and navigation pertaining to community systems and agencies for legal, housing, financial, court, childcare and medical needs. The ICM Worker will work as a part of a professional team, cohesively collaborating and supporting other departments of the YWCA, as well as community organizations and agencies.

POSITION DUTIES AND RESPONSIBILITIES:

- a) Develop housing support plans with an emphasis to housing stability factors
- b) Develop and maintain relationships with local housing authorities, housing management bodies and private landlords
- c) Navigate systems and coordinating services within the community
- d) Support and attend court proceedings, assist clients with accessing legal resources
- e) Provide information, resources and advocacy for clients
- f) Accompany clients to appointments to access community resources, affordable housing, financial supports, etc.
- g) Refer clients to community supports including; medical, educational, mental health, addictions, cultural and other pro social activities.
- h) Liase with service groups and agencies as required for program services
- i) Educate community partners to referral processes and services being offered by the YWCA
- j) Establish and maintain professional relationships with community contacts

QUALIFICATIONS:

Skills and Attributes:

- Sound judgment and decision-making skills,
- Strong knowledge of social services community agencies and protocols
- Effective communication skills both written and oral,
- Competent understanding of divorce, separation and child welfare issues

Education and Experience:

- Degree or Diploma in Human Services or other industry related discipline

Resumes and cover letters can be sent directly to Human Resources for consideration; HR@ywcalethbridge.com
