



## Career Opportunity: Case Coordinator Full Time

---

### **Be a Part of the Residential Program Team:**

This department provides programs and services that include a 30-bed shelter service, a 24-Hour Crisis Line, a Women's Program, a Children's Program. These services and programs are mainly organized and carried out through the structured and formal case management and client support process. The team provides programming and service delivery within a shift-based scheduling to ensure continuous service for all shifts. This position will perform predominantly day and evening shifts Monday-Friday.

---

### **Job Summary:**

The position's overall responsibility is to ensure the structured and effective delivery of services and programs through a Case Management approach by: assessing client's short and long-term needs; assisting in developing and implementing related action plans; applying relevant tools; assisting in monitoring and evaluating the client's actions through individual counselling, support and professional assistance.

---

### **Duties and Responsibilities (not limited to):**

- Implement all tasks associated with the 24-hour Crisis and Information line
  - Conduct admission interviews and in-depth assessment
  - Schedule appointments with individual client to develop and implement case plans
  - Perform **individual** supportive counselling that facilitates trauma recovery from abuse; provide grief and PTSD counselling, cognitive therapeutic support, coping and life skills.
  - Follow-through to ensure accomplishment of case plans, including housing, legal services and access to specialized counselling
  - Regularly evaluate and report on status of case plans
  - Complete client discharges according to established procedures
  - Document relevant information and compile statistical analysis and monthly reports to Manager – Program Administration
  - Perform required office administration tasks
  - Perform building security check
  - Respond to emergency situations as necessary
  - Perform mandatory shelter operation tasks
  - Perform mandatory office administration tasks
- 

### **Job Requirements & Competencies:**

- Relevant education and/or related experience in programs for intimate partner violence
  - At least 2 years' direct service experience working with women experiencing intimate partner violence
  - Excellent skills and experience in case management-based planning, implementation and assessment
  - Thorough knowledge and understanding of the stages of change counselling model
  - Experience related to crisis intervention
  - Ability to perform outreach to relevant agencies and the IPV Sector
  - Ability to perform counselling for trauma recovery from abuse, grief, PTSD, cognitive therapeutic support, coping and life skills
  - Counselling/advocacy and facilitation skills for individuals and groups
  - In-depth knowledge/understanding of issues affecting women and children who have experienced intimate partner violence and resources to support them
  - Excellent documentation skills and records management
  - Demonstrated ability to analyze statistical data and compile reports
  - Ability to navigate database and case management software
  - Ability to navigate database and program software
  - Experience using Microsoft Word, Outlook, Excel, Access and Power Point ability to use database
  - Ability to adhere to policies and procedures and best practices
  - Observation of strict confidentiality
  - Consistent ability to demonstrate professional behavior in delivery of services
  - Ability to communicate verbal and written information formally, accurately and clearly
  - Goal and results driven
  - Effective time management skills
  - Respect for boundaries and excellent interpersonal skills
  - Ability to manage conflicts
  - Demonstrate initiative to be proactive in the job
  - Ability to develop reliable work relationships within a diverse work environment
  - Demonstrated ability to positively accept and respond to feedback
  - Capable of managing own emotional difficulties
  - Must be flexible with workdays and/or hours
  - Valid First Aid/CPR/Food Handling certificates or be willing to accept training
  - Light to moderate lifting, climbing stairs etc.
- 

### **Please submit your cover letter and resume to:**

Attention: Human Resources / Subject line: **CASE COORDINATOR-FT** / Email: [personnel@intervalhouse.ca](mailto:personnel@intervalhouse.ca)

#### **Good to Know:**

We thank all applicants, however, only applicants with the required qualifications and competencies will be contacted.

Must be legally eligible to work in Canada and/or must have a valid work permit that allows the candidate to fulfill the requirements of the role.

All successful applicants must undergo a police vulnerable sector check.

Interval demonstrates its commitment to equity, diversity and inclusion, respect in the workplace and does not condone any form of discrimination and workplace violence.